

State of Hawaii  
Department of Health

Child and Adolescent Mental Health Division

# Consumer Survey Report: Fiscal Year 2006

Prepared by  
OmniTrak Group, Inc.



For the Period of December 1, 2004 to November 30, 2005  
Version 6-19-06



# OmniTrak Group Inc.

*The Research-Based Marketing Professionals in the Pacific Rim*

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**FINAL**

## **STATE OF HAWAII**

### **DEPARTMENT OF HEALTH CHILD & ADOLESCENT MENTAL HEALTH DIVISION**

### **YOUTH SERVICES SURVEY FOR FAMILIES**

*Prepared by:*  
**OmniTrak Group Inc.**

**Project #4415**

**June 2006**

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## BACKGROUND

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The Hawaii Department of Health CAMHD contracted with OmniTrak Group Inc. to conduct the HEDIS Experience of Care and Health Outcomes survey (ECHO<sup>®</sup>3.0H) in 2004 and 2005. Since the retirement of ECHO<sup>®</sup>3.0H in 2006, a new survey instrument including the Youth Services Survey for Families (YSS-F) and some questions from ECHO<sup>®</sup>3.0H was used with the goal of obtaining information effectively and efficiently from the caregivers of youth receiving behavioral health services.

In 2006, Hawaii Department of Human Services Med-Quest Division contracted with the Health Services Advisory Group (HSAG) to administer the consumer survey to youth enrolled in the QUEST behavioral health plan. CAMHD contracted with OmniTrak Group Inc. to administer the survey for all other eligible youth registered with the CAMHD system (a.k.a. Non\_QUEST youth). In addition, OmniTrak Group Inc. merged the Quest and non-Quest data and prepared this final report.



## SAMPLE AND METHODOLOGY

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### METHODOLOGY

OmniTrak implemented what had previously been the NCQA approved methodology and protocols for the ECHO survey. The approved methodology included a 4-wave mail methodology consisting of two survey mailings and two reminder postcards at set NCQA-specified timings. This was followed with at least eight attempts at follow-up by telephone for non-respondents.

The timings of the mailings were as follows:

Send first questionnaire and cover letter to the member	January 26, 2006
Send a postcard reminder to <b>non-respondents</b> 7 days after mailing the first questionnaire	February 2, 2006
Send a second questionnaire and second cover letter to <b>non-respondents</b> approximately 35 days after mailing the first questionnaire	March 2, 2006
Send a second postcard reminder to <b>non-respondents</b> 7 days after mailing the second questionnaire	March 9 2006
Initiate computer-assisted telephone interviews (CATI) for <b>non-respondents</b> approximately 21 days after mailing the second questionnaire	March 23, 2006
Close off data collection (14 days after CATI initiation)	April 6, 2006

Each survey packet mailed to the caregivers of enrollees contained: 1) a questionnaire survey form; 2) a cover letter from Hawaii Child and Adolescent Mental Health Division (CHMHD) outlining the purpose of the survey; and 3) a business-reply envelope, addressed to OmniTrak with which the caregivers of enrollees would return their completed survey. Samples of the survey packet are enclosed at the end of this report.

An error was found in the original sample file before the second questionnaire was sent. The original non-Quest sample file included members who were registered during 2004 instead of only 2005 (specifically, December 1, 2004 to November 30, 2005). There were 125 youth that were correctly included in the original sample, 182 youth were incorrectly excluded in the original sample, and 483 youth who were included in the original sample that should not have been. For the 182 incorrectly excluded youth, OmniTrak sent out the first and second questionnaire on March 2 and March 24, respectively. For the detailed timeline, please refer to the table below.



	Correctly Included Sample	Incorrectly Excluded Sample
Send first questionnaire and cover letter to the member	January 26, 2006	March 2, 2006
Send a postcard reminder to <b>non-respondents</b> 7 days after mailing the first questionnaire	February 2, 2006	March 9 2006
Send a second questionnaire and second cover letter to <b>non-respondents</b> approximately 35 days after mailing the first questionnaire	March 2, 2006	March 24, 2006
Send a second postcard reminder to <b>non-respondents</b> 7 days after mailing the second questionnaire	March 9 2006	March 31 2006
Initiate computer-assisted telephone interviews (CATI) for <b>non-respondents</b> approximately 21 days after mailing the second questionnaire	March 23, 2006	March 23, 2006
Close off data collection (14 days after CATI initiation)	April 6, 2006	April 6, 2006

For the QUEST sample, 219 youth were correctly included in the original sample, 113 were incorrectly excluded, and 224 were incorrectly included. HSAG declined to administer the survey to the incorrectly excluded youth.



## SURVEY INSTRUMENT

The survey asks the caregivers of enrollees to rate their experiences with the services their child received from CAMHD in the last 6 or 12 months.

The survey instrument itself is a 1-sheet 11 x 17 inch document printed on both sides, folded in half to resemble a booklet with a one page 8.5 x 11 insert (5 pages in total).

The survey has several sections:

CORE QUESTIONS	SUPPLEMENTAL QUESTIONS	DEMOGRAPHICS
<ul style="list-style-type: none"><li>• Overall Satisfaction</li><li>• Access</li><li>• Appropriateness</li><li>• Cultural Sensitivity</li><li>• Outcomes</li><li>• Participation</li></ul>	<ul style="list-style-type: none"><li>• Most helpful thing about the services</li><li>• Recommended Improvement of the services</li><li>• Child's current condition</li><li>• Child's counseling and treatment</li><li>• Rating of company that handled benefits</li><li>• Least restrictive services questions</li></ul>	<ul style="list-style-type: none"><li>• About your child</li></ul>

The survey instrument was formatted into a scannable format for data processing.

## SAMPLING FRAME

CAMHD generated and submitted to OmniTrak an electronic sample frame of enrollees. The inclusion criteria were as follows:

- Within age range as of January 1 of the current year
- Currently registered as of the sampling date
- Registered for the previous year with no more than one gap in enrollment not exceeding 45 days
- Consumers received behavioral health care services (mental health or chemical dependency).

The sample frame contained enrollees' name, the name of the caregivers of the child, the mailing address, contact telephone numbers (home, work, cell), child's gender, child's date of birth, primary problem area, and geographic region of the family guidance center.

The final sample frame consisted of 526 records and represented a census of all CAMHD enrollees meeting the inclusion criteria, including 219 Quest members and 307 non-Quest members.



## SAMPLE

A census of all enrollees (n = 526) was sampled. Throughout the data collection period, all enrollees were tracked and caregivers who completed the surveys were eliminated from future mailings or telephone follow-up. For the non-QUEST sample, CAMHD provided updated mailing addresses for undeliverable surveys after the first mailing.

The response rate for Quest and non-Quest youth were calculated based on the number of eligible youth, 526 (exclusion of self-reported non-user of behavioral health services, which is equal to 10). The final member response rate for the 2005 YSS-F Survey was 39.3%. For Quest sample, it was 32.4% (base = 219); for non-Quest sample, it was 44.4% (base = 297).

The following table shows the disposition of respondents under different waves of mail and telephone interview.

DISPOSITION	TOTAL	QUEST	NON-QUEST
<b>Mail</b>			
Complete survey	144	51	93
Ineligible: does not meet eligible population criteria	1	0	1
Non-response: break-off*	2	2	0
Non-response: after maximum attempts	90	29	61
Non-response: mail refusal	2	0	2
<b>Telephone</b>			
Complete survey	59	20	39
Ineligible: does not meet eligible population criteria	9	0	9
Non-response: non-working phone number	16	0	16
Non-response: after maximum attempts	189	117	72
Non-response: refusal	14	0	14
<b>TOTAL</b>	<b>526</b>	<b>219</b>	<b>307</b>
<b>Sample – Ineligibles</b>	<b>516</b>	<b>219</b>	<b>297</b>
<b>Response Rate</b>	<b>39.3%</b>	<b>32.4%</b>	<b>44.4%</b>
Note: * member provided some responses but the survey does not meet criteria for "complete survey"			

Among the total returns, 45% and 26% of the returns were from the first and the second mailing, respectively. In addition, 12% and 9% surveys were collected via the first and the second round of telephone interview, respectively. The rest of the 8% completes were from the third or more telephone attempts.



	TOTAL	Quest	Non-Quest	Male	Female	12 or younger	13 to 16 years	17 years or older
<b>Complete by Mail</b>	71%	72%	70%	70%	72%	67%	72%	72%
Mail Round 1	45%	48%	43%	42%	50%	50%	48%	37%
Mail Round 2	26%	24%	27%	28%	22%	17%	23%	35%
<b>Complete by Telephone</b>	29%	28%	30%	30%	28%	33%	28%	28%
Telephone Round 1	12%	11%	13%	12%	13%	3%	14%	15%
Telephone Round 2	9%	3%	12%	9%	10%	5%	9%	10%
Telephone Round 3 or more	8%	14%	5%	9%	6%	25%	5%	3%
Base	203	71	132	131	72	36	99	68

With under half of all enrollees having the survey completed on their behalf, it may be of interest to examine any non-response bias through comparing the profiles of the enrollees who responded to the survey with those who did not. Non-Quest members were more likely to respond than Quest members. Caregivers of female members were more likely to respond than males. In addition, caregivers of younger members (12 years or younger) were less likely to respond than older ones (13 years or older). Compared among different family guidance centers, caregivers of members who were registered with Central Oahu, Windward, Maui, or Hawaii family guidance centers were more likely to respond whereas caregivers of members who were registered with the Leeward family guidance center were less likely to respond. Compared with children with different primary problems, caregivers of those who had excluded problems were more likely to respond.

RESPONSE RATE			
	Base*	Respondents	Response Rate
<b>Total</b>	516	203	39.3%
Quest	219	71	32.4%
Non-Quest	297	132	44.4%
<b>Child's Gender</b>			
Male	340	131	38.5%
Female	176	72	40.9%
<b>Child's Age</b>			
12 or younger	97	36	37.1%
13 to 16 years	245	99	40.4%
17 years or older	174	68	39.1%
<b>Family Guidance Center</b>			
Central Oahu	49	21	42.9%
Honolulu	71	27	38.0%
Leeward	99	33	33.3%
Windward	66	28	42.4%
Hawaii	134	55	41.0%
Maui	45	19	42.2%
Kauai	52	20	38.5%
<b>Primary Problem</b>			
Behavioral	249	99	39.8%
Developmental	8	3	37.5%
Emotional	193	70	36.3%
Excluded	53	27	50.9%
Substance	13	4	30.8%
* Exclude Ineligible (self-reported non-user of behavioral health services or does not meet eligible population criteria)			



PROFILE OF RESPONDENTS VS. NON-RESPONDENTS				
	TOTAL	Respondents	Non-Respondents	Difference
<b>Quest</b>				
Quest	42%	35%	47%	-12%
Non-Quest	58%	65%	53%	12%
<b>Gender of Child</b>				
Male	66%	65%	67%	-2%
Female	34%	35%	33%	2%
<b>Age of Child</b>				
10 years or younger	11%	11%	11%	0%
11 years	4%	3%	5%	-2%
12 years	4%	3%	4%	-1%
13 years	7%	5%	8%	-3%
14 years	7%	9%	7%	1%
15 years	13%	14%	13%	1%
16 years	20%	22%	19%	3%
17 years	22%	22%	21%	1%
18 years or older	12%	11%	12%	-1%
Mean Age	14.8	14.9	14.8	
<b>Family Guidance Center</b>				
Central Oahu	9%	10%	9%	1%
Honolulu	14%	14%	14%	0%
Leeward	19%	16%	21%	-5%
Windward	13%	14%	12%	2%
Hawaii	26%	27%	25%	2%
Maui	9%	9%	9%	1%
Kauai	10%	10%	10%	0%
<b>Primary Problem</b>				
Behavioral	48%	49%	48%	1%
Developmental	2%	2%	2%	0%
Emotional	37%	34%	39%	-5%
Excluded	10%	13%	8%	5%
Substance	3%	2%	3%	-1%
<b>Base</b>	516	203	313	

Shaded % indicates a statistically significance difference between respondents and non-respondents at the 95% level of confidence.



There were no significant profile differences between Quest and non-Quest respondents.

The following are the non-significant differences between the profile of Quest and non-Quest samples. Relatively more of the Quest respondents were females and relatively more of the non-Quest respondents were males. Non-Quest respondents were slightly older. Across both groups, more respondents were Native Hawaiian or Pacific Islander, followed by White. However, relatively more of the Quest respondents were Native Hawaiian or Pacific Islander whereas relatively more of the non-Quest respondents were White. A larger percentage of the Quest respondents were registered with Hawaii or Windward family guidance centers whereas relatively more of the non-Quest respondents were registered with Maui, Honolulu, or Kauai family guidance centers. About half of the respondents had behavioral problems and 1 in 3 had emotional problems. Relatively more of the non-Quest respondents had behavioral or emotional problems, and relatively more of the Quest respondents had excluded problems.

PROFILE OF QUEST VS. NON-QUEST RESPONDENTS				
	TOTAL	Quest	Non-Quest	Difference
<b>Gender of Child</b>				
Male	65%	61%	67%	-6%
Female	35%	39%	33%	6%
<b>Age of Child</b>				
10 years or younger	11%	11%	11%	0%
11 years	3%	7%	2%	5%
12 years	3%	10%	0%	10%
13 years	5%	3%	5%	-2%
14 years	9%	8%	8%	0%
15 years	14%	10%	17%	-7%
16 years	22%	17%	24%	-7%
17 years	22%	20%	23%	-3%
18 years or older	11%	14%	10%	4%
Mean Age	14.9	14.5	15.1	
<b>Race</b>				
White	44%	41%	46%	-5%
Native Hawaiian or Pacific Islander	56%	65%	52%	13%
Asian	21%	21%	21%	0%
Other	23%	20%	25%	-5%
American Indian or Alaska Native	4%	8%	2%	6%
Black or African American	6%	6%	7%	-1%
<b>Family Guidance Center</b>				
Central Oahu	10%	10%	11%	-1%
Honolulu	13%	10%	15%	-5%
Leeward	16%	17%	15%	2%
Windward	14%	18%	12%	7%
Hawaii	27%	32%	24%	8%
Maui	9%	6%	12%	-6%
Kauai	10%	7%	11%	-4%
<b>Primary Problem</b>				
Behavioral	49%	47%	50%	-3%
Developmental	1%	1%	2%	-1%
Emotional	35%	31%	36%	-5%
Excluded	13%	17%	11%	6%
Substance	2%	4%	1%	3%
Base	203	71	132	



## DATA PROCESSING

The mailed surveys were returned to OmniTrak in business reply envelopes for final processing. The telephone interviews were captured in OmniTrak's Computer Assisted Telephone Interviewing (CATI) software and merged into the final data set.

If more than one response was received from a respondent, the duplicate responses were eliminated from the final data file. In the process of de-duplication of data files, surveys with higher percentage of answered questions were kept. If two surveys had the same number of questions answered, OmniTrak deleted the survey that was received at a later date.

A completed data set was provided by HSAG for the Quest sample. Due to the different question order between the surveys administered by HSAG and OmniTrak, OmniTrak renamed the variables in the HSAG data set to match OmniTrak's version. The two data sets were then merged together for analysis.



## SUMMARY OF FINDINGS

All findings were calculated from the survey data. Six (6) indicators, namely Overall Satisfaction, Access, Appropriateness, Cultural Sensitivity, Outcome, and Participation, were calculated based on the Uniform Reporting System definitions for the Youth Services Survey for Families (YSSF). Each indicator was composed of questions with the same set of response choices (5-point scale). The following table shows the composite questions, response choices, and corresponding score values that were used to calculate results.

	Overall Satisfaction	Response Choices	Score Values
Q1	Overall, I'm satisfied with the services my child received	Strongly Disagree Disagree Undecided Agree Strongly Agree	1 2 3 4 5
	Access	Response Choices	Score Values
Q8	The location of services was convenient for us.	Strongly Disagree Disagree Undecided Agree Strongly Agree	1 2 3 4 5
Q9	Services were available at times that were convenient for us.	Strongly Disagree Disagree Undecided Agree Strongly Agree	1 2 3 4 5
	Appropriateness	Response Choices	Score Values
Q1	Overall, I am satisfied with the services my child received.	Strongly Disagree Disagree Undecided Agree Strongly Agree	1 2 3 4 5
Q4	The people helping my child stuck with us no matter what.	Strongly Disagree Disagree Undecided Agree Strongly Agree	1 2 3 4 5
Q5	I felt my child had someone to talk to when he/she was troubled.	Strongly Disagree Disagree Undecided Agree Strongly Agree	1 2 3 4 5
Q7	The services my child and/or family received were right for us.	Strongly Disagree Disagree Undecided Agree Strongly Agree	1 2 3 4 5
Q10	My family got the help we wanted for my child.	Strongly Disagree Disagree Undecided Agree Strongly Agree	1 2 3 4 5
Q11	My family got as much help as we needed for my child.	Strongly Disagree Disagree Undecided Agree Strongly Agree	1 2 3 4 5



	<b>Cultural Sensitivity</b>	<b>Response Choices</b>	<b>Score Values</b>
Q12	Staff treated me with respect.	Strongly Disagree Disagree Undecided Agree Strongly Agree	1 2 3 4 5
Q13	Staff respected my family's religious/spiritual beliefs.	Strongly Disagree Disagree Undecided Agree Strongly Agree	1 2 3 4 5
Q14	Staff spoke with me in a way that I understood.	Strongly Disagree Disagree Undecided Agree Strongly Agree	1 2 3 4 5
Q15	Staff were sensitive to my cultural/ethnic background.	Strongly Disagree Disagree Undecided Agree Strongly Agree	1 2 3 4 5
	<b>Outcome</b>	<b>Response Choices</b>	<b>Score Values</b>
Q16	My child is better at handling daily life.	Strongly Disagree Disagree Undecided Agree Strongly Agree	1 2 3 4 5
Q17	My child gets along better with family members.	Strongly Disagree Disagree Undecided Agree Strongly Agree	1 2 3 4 5
Q18	My child gets along better with friends and other people.	Strongly Disagree Disagree Undecided Agree Strongly Agree	1 2 3 4 5
Q19	My child is doing better in school and/or work.	Strongly Disagree Disagree Undecided Agree Strongly Agree	1 2 3 4 5
Q20	My child is better able to cope when things go wrong.	Strongly Disagree Disagree Undecided Agree Strongly Agree	1 2 3 4 5
Q21	I am satisfied with our family life right now.	Strongly Disagree Disagree Undecided Agree Strongly Agree	1 2 3 4 5
	<b>Participation</b>	<b>Response Choices</b>	<b>Score Values</b>
Q2	I helped to choose my child's services.	Strongly Disagree Disagree Undecided Agree Strongly Agree	1 2 3 4 5
Q3	I helped to choose my child's treatment goals.	Strongly Disagree Disagree Undecided Agree Strongly Agree	1 2 3 4 5
Q6	I participated in my child's treatment.	Strongly Disagree Disagree Undecided Agree Strongly Agree	1 2 3 4 5



## SUMMARY OF KEY FINDINGS

Survey results were analyzed by different segments including plan (Quest vs. non-Quest), child's gender, child's age, family guidance center, child's primary problem, service category, and child's race. The two tables below highlight the segments that have significant responses at the 95% confidence level. The first table is for the total sample and the second table is for non-Quest sample.

SUMMARY OF KEY FINDINGS - TOTAL SAMPLE	
Overall Satisfaction - Indicator	Hawaii, Leeward FGC; White
Overall Satisfaction - Satisfied, Mean	Hawaii, Leeward FGC; Behavioral Problems
Overall Satisfaction - Dissatisfied, Mean	Maui FGC
Access - Convenient Location	Central Oahu, Leeward, Windward, Hawaii FGC; Hawaiian, Multi-Ethnic
Access - Convenient Service Time	Behavioral, Emotional problems
Appropriateness - Indicator	Hawaii, Leeward FGC; Behavioral, Emotional Problems
Appropriateness - Thoroughness Of Help	Hawaii, Leeward FGC; Behavioral Problems
Appropriateness - Child Had Someone To Talk To	Kauai, Leeward FGC
Appropriateness - Services Were Right	Hawaii, Leeward FGC; Behavioral, Emotional Problems; No Emergency Services
Appropriateness - The Help Family Wanted	Leeward FGC; Behavioral Problems; Multi, Other Ethnic
Appropriateness - Amount Of Help Provided	Central Oahu, Leeward FGC; Behavioral Problems
Cultural Sensitivity - Indicator	Behavioral problems; No Emergency Services
Cultural Sensitivity - Treat Caregiver With Respect	Leeward FGC; Behavioral Problems
Cultural Sensitivity - Respect For Religion & Spiritual Beliefs	Honolulu, Kauai, Leeward, Windward FGC; White
Cultural Sensitivity - Explain Things Understandably	Multi Ethnic
Cultural Sensitivity - Sensitive To Caregiver's Cultural Or Ethnic Background	Hawaii, Windward FGC; Urgent Care
Outcomes - Indicator	No Emergency Services
Outcomes - Child Better At Handling Daily Life	No Emergency Services; Other Ethnic
Outcomes - Child Better At Getting Along With Family Members	Leeward FGC; No Emergency Services; Other Ethnic
Outcomes - Child Does Better Getting Along With Friends & Other People	Behavioral problems; Other Ethnic
Outcomes - Child Doing Better In School Or Work	Honolulu FGC; No Emergency Services; 12 or Younger
Outcomes - Child Can Better Cope When Things Go Wrong	Other Ethnic
Outcomes - Caregiver's Satisfaction With Their Family Life	Hawaiian, Other Ethnic
Participation - Treatment Goals	Leeward, Windward FGC
Participation - Treatment	Behavioral, Emotional problems; Hawaiian, Multi Ethnic



SUMMARY OF KEY FINDINGS - TOTAL SAMPLE	
Most Helpful Things About The Services - Results Of Care	Male
Most Helpful Things About The Services - Home Care Service	Female
Most Helpful Things About The Services - Therapy	White; 12 or Younger
Most Helpful Things About The Services - Staff's Support	Central Oahu FGC; Emergency Services; 13 to 16 Years Old
Most Helpful Things About The Services - Staff & Therapist	Honolulu FGC
Suggestion For Improvement Of The Services - More Services	Kauai, Leeward FGC; Emergency Services; Hawaiian; 17 or Older
Suggestion For Improvement Of The Services - Improvement In Staff	Windward FGC; Male
Child Counseling & Treatment - Health Check Up In Past Year	12 or younger
Child Counseling & Treatment - Needed Counseling Or Treatment Right Away	Maui FGC; Emergency Services; Quest Members
Child Counseling & Treatment - Always Able To See Someone As Soon As Wanted	Kauai FGC; Emotional Problems; Multi Ethnic
Child Counseling & Treatment - Never Able To See Someone As Soon As Wanted	Quest Members
Child Counseling & Treatment - Emergency Room Or Crisis Center Visit, 3 Times Or More In Past Year	Female
Rating Of Counseling Or Treatment	Central Oahu, Leeward FGC; No Emergency Services; Multi, Other Ethnic
Rating of Company That Handled Benefits	Leeward FGC; No Emergency Services; Asian, Multi Ethnic
Least Restrictive Services - Always	Central Oahu FGC; No Urgent Care; White
Least Restrictive Services - Never	Hawaii, Windward FGC; Urgent Care; Hawaiian; Quest Members
Child's Current Condition - Still Receiving Services	Windward FGC; Hawaiian
Child's Current Condition - Not Receiving Services	Central Oahu; Honolulu FGC; 17 or Older
Child's Current Condition - Child Living With Caregiver	Central Oahu, Leeward FGC; Multi Ethnic; Male; 12 or Younger
Child's Current Condition - Child On Medication, Likely	Honolulu, Maui FGC; Urgent Care; 12 or Younger
Child's Current Condition - Child On Medication, Unlikely	Central Oahu, Kauai FGC
Child's Current Condition - Informed Of Side Effects	Leeward FGC; Excluded Problems; No Emergency Services; Hawaiian
Child's Current Condition - Not Informed Of Side Effects	Hawaii FGC; Emergency Services; White, Multi Ethnic
Child's Current Condition - Arrested In Past Month	Honolulu FGC
Child's Current Condition - Went to Court In Past Month	Hawaii FGC; Emergency Services; Asian; 13 to 16 Years Old
Child's Current Condition - Absent From School In Past Month, 1 Day Or Less	Windward FGC; No Emergency Services; 12 or Younger; Quest Members



<b>SUMMARY OF KEY FINDINGS - TOTAL SAMPLE</b>	
<b>Child's Current Condition - Absent From School In Past Month, 3-5 Days</b>	Non-Quest members
<b>Child Living Situation In Last 6 Months - Living With Parents</b>	Central Oahu FGC; Emotional Problems
<b>Child Living Situation In Last 6 Months - Residential Treatment Center</b>	Hawaii, Leeward FGC; Behavioral, Emotional Problems; Emergency Services; Urgent Care; 13 or Older
<b>Child Living Situation In Last 6 Months - Therapeutic Foster Home</b>	White; Urgent Care; Quest Members
<b>Child Living Situation In Last 6 Months - Group Home</b>	Emotional Problems
<b>Child Living Situation In Last 6 Months - Local Jail/Detention Center</b>	Hawaii FGC; Urgent Care; Multi Ethnic
<b>Child Living Situation In Last 6 Months - Crisis Center</b>	Emergency Services; Urgent Care
<b>Child Living Situation In Last 6 Months - Runaway/Homeless/On The Streets</b>	White, Multi Ethnic; 13 to 16 Years Old; Non-Quest Members
<b>Child Living Situation In Last 6 Months - State Correctional Facility</b>	Non-Quest members



SUMMARY OF KEY FINDINGS - NON-QUEST SAMPLE	
Overall Satisfaction - Indicator	White
Overall Satisfaction - Satisfied	Hawaii FGC
Access - Convenient Location	Hawaiian
Access - Convenient Service Time	Behavioral, Emotional Problems
Appropriateness - Indicator	Emotional Problems
Appropriateness - Thoroughness Of Help	17 or Older
Cultural Sensitivity - Treat Caregiver With Respect	White
Cultural Sensitivity - Respect For Religion & Spiritual Beliefs	Honolulu, Leeward FGC; White, Asian
Cultural Sensitivity - Explain Things Understandably	Female
Cultural Sensitivity - Sensitive To Caregiver's Cultural Or Ethnic Background	Behavioral Problems
Outcomes - Child Better At Handling Daily Life	Behavioral, Emotional Problems
Outcomes - Child Does Better Getting Along With Friends & Other People	Leeward FGC, Emotional Problems
Outcomes - Child Doing Better In School Or Work	Hawaii, Honolulu FGC, 12 or Younger
Participation - Indicator	Central Oahu FGC; Hawaiian, Multi Ethnic
Participation - Treatment Goals	Hawaiian, White, Multi Ethnic
Participation - Treatment	Honolulu FGC; Hawaiian
Most Helpful Things About The Services - Therapy	White
Most Helpful Things About The Services - Staff's Support	Central Oahu FGC; 13 to 16 Years Old
Suggestion For Improvement Of The Services - More Services	Kauai FGC; Emergency Services; Hawaiian
Suggestion For Improvement Of The Services - Improvement In Staff	No Emergency Services; Multi Ethnic
Child Counseling & Treatment - Health Check Up In Past Year	12 or Younger
Child Counseling & Treatment - Needed Counseling Or Treatment Right Away	Maui FGC; Emergency Services; Male
Child Counseling & Treatment - Always Able To See Someone As Soon As Wanted	Kauai FGC
Child Counseling & Treatment - Emergency Room Or Crisis Center Visit, 3 Times Or More In Past Year	13 to 16 Years Old
Rating Of Counseling Or Treatment	Leeward FGC
Rating of Company That Handled Benefits	Leeward FGC, Asian
Least Restrictive Services - Always	Central Oahu FGC; No Urgent Care; White, Hawaiian
Child's Current Condition - Still Receiving Services	Hawaii FGC; Hawaiian; 16 or Younger
Child's Current Condition - Not Receiving Services	Honolulu FGC; Asian, Multi Ethnic; 17 or Older
Child's Current Condition - Child Living With Caregiver	12 or Younger; Males
Child's Current Condition - Child On Medication, Likely	Hawaii, Honolulu, Maui, Windward FGC; Urgent Care
Child's Current Condition - Child On Medication, Unlikely	Kauai FGC
Child's Current Condition - Informed Of Side Effects	Central Oahu, Leeward FGC; Excluded Problems
Child's Current Condition - Went to Court In Past Month	Hawaii FGC; Asian
Child's Current Condition - Absent From School In Past Month, 1 Day Or Less	Maui FGC
Child's Current Condition - Absent From School In Past Month, 3-5 Days	Emotional Problems



<b>SUMMARY OF KEY FINDINGS - NON-QUEST SAMPLE</b>	
<b>Child Living Situation In Last 6 Months - Living With Parents</b>	Honolulu FGC; Emotional Problems
<b>Child Living Situation In Last 6 Months - Residential Treatment Center</b>	Hawaii FGC; Behavioral Problems; Emergency Services
<b>Child Living Situation In Last 6 Months - Therapeutic Foster Home</b>	Hawaii FGC; 12 or Younger
<b>Child Living Situation In Last 6 Months - Group Home</b>	Leeward FGC
<b>Child Living Situation In Last 6 Months - Local Jail/Detention Center</b>	Urgent Care
<b>Child Living Situation In Last 6 Months - Runaway/Homeless/On The Streets</b>	White



## UNIFORM REPORTING SYSTEM

Six indicators mentioned above were used to evaluate the services that the youth received. Each indicator was calculated in 2 steps. First, the mean of all items in a domain was calculated for each respondent. Second, the indicator was calculated as the proportion of respondents scoring greater than 3.5 (i.e., scoring in the agree to strongly agree range).

If there is any statistical difference at 95% confidence between the responses by plan, by child's gender, by child's age, by family guidance center, by child's primary problem, by service category, or by child's race, the response is shaded in gray.

Cultural Sensitivity was scored the highest among all the indicators with 89% of caregivers of children providing a positive rating, followed by Overall Satisfaction (82%), Access (80%), Participation (80%), and Appropriateness (77%). Outcomes was rated the lowest with only 64% of caregivers giving a positive rating.

Across the six indicators, there were no significant differences by Quest vs. non-Quest plan, by gender, or by age. Across different family guidance centers, caregivers of children who were registered at Leeward or Hawaii family guidance centers were significantly more satisfied in both Overall Satisfaction and Appropriateness. Across different ethnicities, significantly more caregivers of White children were satisfied with Overall Satisfaction. Across children with different primary problems, significantly more caregivers of children with behavioral or emotional problems were satisfied with Appropriateness. In addition, caregivers of children with behavioral problems were significantly more satisfied with Cultural Sensitivity. In terms of service category, caregivers of children who did not visit emergency room had significantly higher ratings in Cultural Sensitivity and Outcomes. **Please note that due to the small bases for children with developmental or substance problems (3 and 4, respectively), or children who were Black or do not report ethnicity (3 for each category), the significant results are not discussed in the report, but they are highlighted in the tables (Exhibit 1).**

For the non-Quest sample, caregivers of White children rated significantly higher on Overall Satisfaction. For Appropriateness, caregivers of children with emotional problems were significantly more satisfied. For Participation, caregivers of children who were registered with the Central Oahu family guidance center, or who were Hawaiian, or who were multi ethnic were significantly more involved in their children's treatment (Exhibit 2).

EXHIBIT 1. OVERALL INDICATORS (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
Overall Satisfaction	82%	82%	83%	84%	79%	81%	84%	81%
Access	80%	77%	82%	82%	76%	81%	84%	75%
Appropriateness	77%	76%	77%	79%	74%	81%	76%	76%
Cultural Sensitivity	89%	92%	88%	91%	86%	92%	92%	84%
Outcomes	64%	70%	60%	63%	65%	69%	65%	59%
Participation	80%	79%	80%	82%	76%	86%	81%	75%
Base	203	71	132	131	72	36	99	68



EXHIBIT 1. OVERALL INDICATORS (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
Overall Satisfaction	82%	86%	74%	88%	75%	91%	63%	85%
Access	80%	90%	70%	85%	82%	80%	68%	85%
Appropriateness	77%	76%	70%	88%	68%	84%	58%	80%
Cultural Sensitivity	89%	90%	85%	94%	93%	93%	79%	80%
Outcomes	64%	71%	52%	73%	61%	65%	58%	60%
Participation	80%	90%	74%	88%	86%	78%	68%	70%
Base	203	21	27	33	28	55	19	20

EXHIBIT 1. OVERALL INDICATORS (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
Overall Satisfaction	82%	84%	100%	84%	67%	100%
Access	80%	81%	67%	86%	67%	75%
Appropriateness	77%	81%	100%	77%	56%	100%
Cultural Sensitivity	89%	95%	100%	86%	74%	100%
Outcomes	64%	66%	33%	61%	59%	100%
Participation	80%	80%	100%	81%	70%	100%
Base	203	99	3	70	27	4

EXHIBIT 1. OVERALL INDICATORS (TOTAL SAMPLE)					
COMPOSITE	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
Overall Satisfaction	82%	80%	84%	83%	82%
Access	80%	75%	84%	81%	78%
Appropriateness	77%	71%	79%	76%	80%
Cultural Sensitivity	89%	80%	93%	89%	89%
Outcomes	64%	52%	70%	64%	62%
Participation	80%	75%	83%	83%	75%
Base	203	56	141	145	55

EXHIBIT 1. OVERALL INDICATORS (TOTAL SAMPLE)								
COMPOSITE	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
Overall Satisfaction	82%	90%	33%	80%	77%	79%	85%	100%
Access	80%	74%	33%	70%	86%	79%	84%	67%
Appropriateness	77%	77%	33%	70%	74%	76%	80%	100%
Cultural Sensitivity	89%	90%	67%	80%	91%	91%	89%	100%
Outcomes	64%	55%	33%	50%	58%	73%	69%	67%
Participation	80%	77%	67%	70%	84%	70%	84%	100%
Base	203	31	3	10	43	33	80	3



EXHIBIT 2. OVERALL INDICATORS (NON-QUEST SAMPLE)						
COMPOSITES	Total	GENDER		CHILD'S AGES		
		Male	Female	12 or Less	13 to 16	17 or More
Overall Satisfaction	83%	82%	84%	88%	82%	82%
Access	82%	82%	82%	81%	85%	77%
Appropriateness	77%	76%	80%	88%	75%	77%
Cultural Sensitivity	88%	89%	86%	94%	89%	84%
Outcomes	60%	55%	70%	69%	63%	52%
Participation	80%	83%	75%	88%	78%	82%
Base	132	88	44	16	72	44

EXHIBIT 2. OVERALL INDICATORS (NON-QUEST SAMPLE)								
COMPOSITES	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
Overall Satisfaction	83%	86%	80%	86%	73%	88%	73%	87%
Access	82%	93%	80%	86%	80%	81%	73%	80%
Appropriateness	77%	79%	80%	86%	67%	78%	67%	80%
Cultural Sensitivity	88%	93%	90%	95%	87%	88%	87%	73%
Outcomes	60%	71%	55%	67%	47%	59%	67%	53%
Participation	80%	93%	85%	90%	80%	72%	73%	73%
Base	132	14	20	21	15	32	15	15

EXHIBIT 2. OVERALL INDICATORS (NON-QUEST SAMPLE)						
COMPOSITES	Total	PRIMARY PROBLEM				
		Behavioral	Developmental	Emotional	Excluded	Substance
Overall Satisfaction	83%	82%	100%	88%	67%	100%
Access	82%	80%	50%	88%	73%	100%
Appropriateness	77%	77%	100%	83%	53%	100%
Cultural Sensitivity	88%	94%	100%	83%	73%	100%
Outcomes	60%	58%		63%	67%	100%
Participation	80%	79%	100%	85%	67%	100%
Base	132	66	2	48	15	1

EXHIBIT 2. OVERALL INDICATORS (NON-QUEST SAMPLE)					
COMPOSITES	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
Overall Satisfaction	83%	81%	84%	82%	84%
Access	82%	76%	85%	81%	84%
Appropriateness	77%	76%	78%	74%	84%
Cultural Sensitivity	88%	81%	91%	86%	91%
Outcomes	60%	55%	63%	59%	61%
Participation	80%	76%	82%	83%	75%
Base	132	42	87	88	44



EXHIBIT 2. OVERALL INDICATORS (NON-QUEST SAMPLE)								
COMPOSITES	Total	ETHNICITY						
		White	Black	Asian	Hawa- ian	Other	Multiple	No Answer
Overall Satisfaction	83%	95%	50%	78%	82%	75%	81%	100%
Access	82%	81%	50%	78%	91%	67%	83%	67%
Appropriateness	77%	81%	50%	78%	79%	67%	77%	100%
Cultural Sensitivity	88%	95%	50%	89%	94%	83%	83%	100%
Outcomes	60%	57%	50%	56%	58%	58%	63%	67%
Participation	80%	81%	50%	78%	88%	50%	83%	100%
Base	132	21	2	9	33	12	52	3



## OVERALL SATISFACTION

Overall Satisfaction was measured by the caregivers' rating of the services their children received (Q1). The overall satisfaction rating was 4.0 for the total sample; with 82% of the caregivers satisfied with the services (i.e., rated at 3.5 or higher). Significantly higher ratings were given by caregivers of children who were registered with Hawaii or Leeward family guidance centers, whereas those who were registered with the Maui family guidance center were the most dissatisfied group. Caregivers of children with behavioral problems rate overall satisfaction significantly higher. Please note that even though the mean ratings for children with developmental or substance problems were higher (4.7 or 4.5 respectively), they were not significantly higher due to the small bases (3 and 4 respectively) (Exhibit 3).

For the non-Quest sample, the overall satisfaction rating was 3.9. Only caregivers of children who were registered with the Hawaii family guidance center give a significantly higher rating at 4.2 (Exhibit 4).

EXHIBIT 3. OVERALL SATISFACTION (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	82%	82%	83%	84%	79%	81%	84%	81%
Strongly Agree	31%	34%	30%	30%	33%	36%	29%	31%
Agree	51%	48%	53%	54%	46%	44%	55%	50%
Undecided	5%	6%	5%	7%	3%	8%	5%	4%
DISAGREE (NET)	12%	13%	12%	9%	18%	11%	11%	15%
Disagree	8%	11%	6%	6%	11%	11%	8%	6%
Strongly Disagree	4%	1%	6%	3%	7%	-	3%	9%
Average	4.0	4.0	3.9	4.0	3.9	4.1	4.0	3.9
Base	203	71	132	131	72	36	99	68

EXHIBIT 3. OVERALL SATISFACTION (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	82%	86%	74%	88%	75%	91%	63%	85%
Strongly Agree	31%	38%	33%	33%	32%	36%	5%	25%
Agree	51%	48%	41%	55%	43%	55%	58%	60%
Undecided	5%	-	7%	6%	4%	4%	16%	5%
DISAGREE (NET)	12%	14%	19%	6%	21%	5%	21%	10%
Disagree	8%	5%	11%	3%	14%	5%	16%	5%
Strongly Disagree	4%	10%	7%	3%	7%	-	5%	5%
Average	4.0	4.0	3.8	4.1	3.8	4.2	3.4	4.0
Base	203	21	27	33	28	55	19	20



EXHIBIT 3. OVERALL SATISFACTION (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	82%	84%	100%	84%	67%	100%
Strongly Agree	31%	28%	67%	36%	22%	50%
Agree	51%	56%	33%	49%	44%	50%
Undecided	5%	8%	-	1%	7%	-
DISAGREE (NET)	12%	8%	-	14%	26%	-
Disagree	8%	6%	-	7%	19%	-
Strongly Disagree	4%	2%	-	7%	7%	-
Average	4.0	4.0	4.7	4.0	3.6	4.5
Base	203	99	3	70	27	4

EXHIBIT 3. OVERALL SATISFACTION (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	82%	80%	84%	83%	82%
Strongly Agree	31%	32%	32%	36%	18%
Agree	51%	48%	52%	47%	64%
Undecided	5%	7%	5%	5%	5%
DISAGREE (NET)	12%	13%	11%	12%	13%
Disagree	8%	7%	7%	8%	9%
Strongly Disagree	4%	5%	4%	5%	4%
Average	4.0	3.9	4.0	4.0	3.8
Base	203	56	141	145	55

EXHIBIT 3. OVERALL SATISFACTION (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		Cau-casian	Black	Asian	Hawaiian	Other	Multiple	No Answer
AGREE (NET)	82%	90%	33%	80%	77%	79%	85%	100%
Strongly Agree	31%	39%	-	40%	28%	24%	33%	33%
Agree	51%	52%	33%	40%	49%	55%	53%	67%
Undecided	5%		33%	10%	9%	6%	4%	-
DISAGREE (NET)	12%	10%	33%	10%	14%	15%	11%	-
Disagree	8%	3%	33%	-	9%	12%	8%	-
Strongly Disagree	4%	6%	-	10%	5%	3%	4%	-
Average	4.0	4.1	3.0	4.0	3.9	3.8	4.0	4.3
Base	203	31	3	10	43	33	80	3

Q1: Total Sample- Overall, I am satisfied with the services my child received

EXHIBIT 4. OVERALL SATISFACTION (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	83%	82%	84%	88%	82%	82%
Strongly Agree	30%	26%	36%	38%	29%	27%
Agree	53%	56%	48%	50%	53%	55%
Undecided	5%	6%	5%	6%	6%	5%
DISAGREE (NET)	12%	13%	11%	6%	13%	14%
Disagree	6%	8%	2%	6%	8%	2%
Strongly Disagree	6%	5%	9%	-	4%	11%
Average	3.9	3.9	4.0	4.2	3.9	3.8
Base	132	88	44	16	72	44



EXHIBIT 4. OVERALL SATISFACTION (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	83%	86%	80%	86%	73%	88%	73%	87%
Strongly Agree	30%	36%	35%	24%	20%	41%	7%	33%
Agree	53%	50%	45%	62%	53%	47%	67%	53%
Undecided	5%	-	5%	5%		6%	13%	7%
DISAGREE (NET)	12%	14%	15%	10%	27%	6%	13%	7%
Disagree	6%	-	5%	5%	13%	6%	13%	-
Strongly Disagree	6%	14%	10%	5%	13%	-	-	7%
Average	3.9	3.9	3.9	4.0	3.5	4.2	3.7	4.1
Base	132	14	20	21	15	32	15	15

EXHIBIT 4. OVERALL SATISFACTION (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	83%	82%	100%	88%	67%	100%
Strongly Agree	30%	26%	50%	38%	13%	100%
Agree	53%	56%	50%	50%	53%	-
Undecided	5%	9%	-	-	7%	-
DISAGREE (NET)	12%	9%	-	13%	27%	-
Disagree	6%	6%	-	4%	13%	-
Strongly Disagree	6%	3%	-	8%	13%	-
Average	3.9	4.0	4.5	4.0	3.4	5.0
Base	132	66	2	48	15	1

EXHIBIT 4. OVERALL SATISFACTION (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	83%	81%	84%	82%	84%
Strongly Agree	30%	33%	29%	35%	18%
Agree	53%	48%	55%	47%	66%
Undecided	5%	10%	3%	6%	5%
DISAGREE (NET)	12%	10%	13%	13%	11%
Disagree	6%	5%	6%	6%	7%
Strongly Disagree	6%	5%	7%	7%	5%
Average	3.9	4.0	3.9	4.0	3.9
Base	132	42	87	88	44



EXHIBIT 4. OVERALL SATISFACTION (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawa- ian	Other	Multiple	No Answer
AGREE (NET)	83%	95%	50%	78%	82%	75%	81%	100%
Strongly Agree	30%	38%	-	44%	30%	25%	25%	33%
Agree	53%	57%	50%	33%	52%	50%	56%	67%
Undecided	5%	-	50%	11%	6%		6%	-
DISAGREE (NET)	12%	4.8%	-	11%	12%	25%	13%	-
Disagree	6%	-	-	-	6%	17%	8%	-
Strongly Disagree	6%	4.8%	-	11%	6%	8%	6%	-
Average	3.9	4.2	3.5	4.0	3.9	3.7	3.9	4.3
Base	132	21	2	9	33	12	52	3

Q1: Total Sample- Overall, I am satisfied with the services my child received



## ACCESS

The indicator for Access was composed of two questions, including the location of service (Q8) and the time available for services (Q9). Eighty percent of caregivers were satisfied with service access (with 3.5 or higher rating). Both convenience of location and convenience of service time were rated the same at 3.9.

Caregivers of children who were registered with Central Oahu, Leeward, Windward, or Hawaii family guidance centers gave significantly higher ratings for the convenience of location. Among different ethnicities, caregivers of children who were Hawaiian or multi ethnic gave significantly higher access ratings. For the non-Quest sample, only caregivers of children who were Hawaiian gave significantly higher ratings (Exhibits 5 and 6).

EXHIBIT 5. CONVENIENT LOCATION (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	81%	84%	80%	82%	79%	83%	84%	76%
Strongly Agree	27%	33%	24%	25%	32%	39%	24%	26%
Agree	54%	51%	55%	58%	46%	44%	60%	50%
Undecided	7%	4%	8%	7%	7%	6%	7%	8%
DISAGREE (NET)	12%	12%	12%	11%	14%	11%	9%	17%
Disagree	7%	6%	8%	6%	8%	3%	7%	9%
Strongly Disagree	5%	6%	5%	5%	6%	8%	2%	8%
Average	3.9	4.0	3.9	3.9	3.9	4.0	4.0	3.8
Base	201	69	132	130	71	36	99	66

EXHIBIT 5. CONVENIENT LOCATION (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	81%	90%	63%	85%	85%	85%	74%	80%
Strongly Agree	27%	33%	22%	30%	41%	28%	16%	15%
Agree	54%	57%	41%	55%	44%	57%	58%	65%
Undecided	7%	10%	11%	9%	4%	4%	5%	10%
DISAGREE (NET)	12%	-	26%	6%	11%	11%	21%	10%
Disagree	7%	-	11%	3%	7%	7%	16%	5%
Strongly Disagree	5%	-	15%	3%	4%	4%	5%	5%
Average	3.9	4.2	3.4	4.1	4.1	4.0	3.6	3.8
Base	201	21	27	33	27	54	19	20



EXHIBIT 5. CONVENIENT LOCATION (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	81%	81%	79%	100%	87%	70%
Strongly Agree	27%	27%	26%	67%	29%	22%
Agree	54%	54%	53%	33%	58%	48%
Undecided	7%	7%	8%	-	3%	15%
DISAGREE (NET)	12%	12%	13%	-	10%	15%
Disagree	7%	7%	9%	-	3%	11%
Strongly Disagree	5%	5%	4%	-	7%	4%
Average	3.9	3.9	3.9	4.7	4.0	3.7
Base	201	201	99	3	69	27

EXHIBIT 5. CONVENIENT LOCATION (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	81%	77%	84%	81%	83%
Strongly Agree	27%	29%	28%	29%	22%
Agree	54%	48%	56%	51%	61%
Undecided	7%	9%	6%	6%	9%
DISAGREE (NET)	12%	14%	10%	13%	7%
Disagree	7%	9%	6%	8%	4%
Strongly Disagree	5%	5%	4%	5%	4%
Average	3.9	3.9	4.0	3.9	3.9
Base	201	56	139	144	54

EXHIBIT 5. CONVENIENT LOCATION (TOTAL SAMPLE)								
	TOTAL	ETHNCITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
AGREE (NET)	81%	74%	67%	70%	88%	73%	85%	100%
Strongly Agree	27%	23%	-	20%	33%	21%	30%	33%
Agree	54%	52%	67%	50%	55%	52%	54%	67%
Undecided	7%	10%	-	10%	5%	6%	8%	-
DISAGREE (NET)	12%	16%	33%	20%	7%	21%	8%	-
Disagree	7%	10%	33%	20%	5%	9%	4%	-
Strongly Disagree	5%	6%	-	-	2%	12%	4%	-
Average	3.9	3.7	3.3	3.7	4.1	3.6	4.0	4.3
Base	201	31	3	10	42	33	79	3

Q8: The location of services was convenient for us.



EXHIBIT 6. CONVENIENT LOCATION (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	80%	80%	80%	81%	82%	75%
Strongly Agree	24%	22%	30%	31%	24%	23%
Agree	55%	58%	50%	50%	58%	52%
Undecided	8%	8%	9%	6%	7%	11%
DISAGREE (NET)	12%	13%	11%	13%	11%	14%
Disagree	8%	7%	9%	6%	8%	7%
Strongly Disagree	5%	6%	2%	6%	3%	7%
Average	3.9	3.8	4.0	3.9	3.9	3.8
Base	132	88	44	16	72	44

EXHIBIT 6. CONVENIENT LOCATION (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	80%	86%	70%	86%	80%	81%	80%	73%
Strongly Agree	24%	29%	25%	24%	20%	28%	20%	20%
Agree	55%	57%	45%	62%	60%	53%	60%	53%
Undecided	8%	14%	15%	5%	7%	3%	7%	13%
DISAGREE (NET)	12%	-	15%	10%	13%	16%	13%	13%
Disagree	8%	-	5%	5%	7%	13%	13%	7%
Strongly Disagree	5%	-	10%	5%	7%	3%	-	7%
Average	3.9	4.1	3.7	4.0	3.8	3.9	3.9	3.7
Base	132	14	20	21	15	32	15	15

EXHIBIT 6. CONVENIENT LOCATION (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	80%	76%	100%	85%	73%	100%
Strongly Agree	24%	24%	50%	29%	7%	-
Agree	55%	52%	50%	56%	67%	100%
Undecided	8%	9%	-	4%	20%	-
DISAGREE (NET)	12%	15%	-	10%	7%	-
Disagree	8%	12%	-	2%	7%	-
Strongly Disagree	5%	3%	-	8%	-	-
Average	3.9	3.8	4.5	4.0	3.7	4.0
Base	132	66	2	48	15	1



EXHIBIT 6. CONVENIENT LOCATION (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	80%	74%	83%	78%	82%
Strongly Agree	24%	29%	23%	26%	20%
Agree	55%	45%	60%	52%	61%
Undecided	8%	12%	6%	8%	9%
DISAGREE (NET)	12%	14%	11%	14%	9%
Disagree	8%	10%	7%	9%	5%
Strongly Disagree	5%	5%	5%	5%	5%
Average	3.9	3.8	3.9	3.9	3.9
Base	132	42	87	88	44

EXHIBIT 6. CONVENIENT LOCATION (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawa- ian	Other	Multiple	No Answer
AGREE (NET)	80%	76%	50%	78%	91%	58%	79%	100%
Strongly Agree	24%	19%	-	22%	30%	17%	25%	33%
Agree	55%	57%	50%	56%	61%	42%	54%	67%
Undecided	8%	10%	-	11%	3%	8.3%	12%	-
DISAGREE (NET)	12%	14%	50%	11%	6%	33%	10%	-
Disagree	8%	10%	50%	11%	3%	17%	6%	-
Strongly Disagree	5%	5%	-	-	3%	17%	4%	-
Average	3.9	3.8	3.0	3.9	4.1	3.3	3.9	4.3
Base	132	21	2	9	33	12	52	3

Q8: The location of services was convenient for us.

In terms of the convenience of the service time, caregivers of children with behavioral or emotional problems were significantly more satisfied. The same result applies to the non-Quest sample (Exhibits 7 and 8).

EXHIBIT 7. CONVENIENT SERVICE TIME (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non- Quest	Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	82%	79%	83%	84%	78%	83%	84%	78%
Strongly Agree	23%	31%	18%	22%	25%	23%	21%	25%
Agree	59%	48%	65%	62%	53%	60%	62%	53%
Undecided	8%	4%	10%	5%	13%	6%	8%	9%
DISAGREE (NET)	10%	17%	7%	11%	10%	11%	8%	13%
Disagree	7%	11%	5%	9%	6%	9%	8%	6%
Strongly Disagree	3%	6%	2%	2%	4%	3%	-	7%
Average	3.9	3.9	3.9	3.9	3.9	3.9	4.0	3.8
Base	201	71	130	129	72	35	98	68



EXHIBIT 7. CONVENIENT SERVICE TIME (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	82%	90%	74%	85%	86%	78%	79%	85%
Strongly Agree	23%	25%	26%	18%	36%	26%	11%	10%
Agree	59%	65%	48%	67%	50%	52%	68%	75%
Undecided	8%	5%	19%	6%	4%	7%	5%	10%
DISAGREE (NET)	10%	5%	7%	9%	11%	15%	16%	5%
Disagree	7%	-	4%	6%	11%	13%	5%	5%
Strongly Disagree	3%	5%	4%	3%	-	2%	11%	-
Average	3.9	4.1	3.9	3.9	4.1	3.9	3.6	3.9
Base	201	20	27	33	28	54	19	20

EXHIBIT 7. CONVENIENT SERVICE TIME (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Developmental	Emotional	Excluded	Substance
AGREE (NET)	82%	85%	67%	86%	63%	75%
Strongly Agree	23%	26%	67%	21%	15%	-
Agree	59%	59%	-	64%	48%	75%
Undecided	8%	7%	-	7%	15%	-
DISAGREE (NET)	10%	8%	33%	7%	22%	25%
Disagree	7%	7%	33%	3%	19%	-
Strongly Disagree	3%	1%	-	4%	4%	25%
Average	3.9	4.0	4.0	4.0	3.5	3.3
Base	201	97	3	70	27	4

EXHIBIT 7. CONVENIENT SERVICE TIME (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	82%	82%	82%	84%	76%
Strongly Agree	23%	22%	24%	23%	22%
Agree	59%	60%	58%	61%	54%
Undecided	8%	4%	10%	6.3%	11%
DISAGREE (NET)	10%	15%	8%	10%	13%
Disagree	7%	11%	6%	8%	7%
Strongly Disagree	3%	4%	2%	2%	6%
Average	3.9	3.9	4.0	4.0	3.8
Base	201	55	140	144	54



EXHIBIT 7. CONVENIENT SERVICE TIME (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
AGREE (NET)	82%	81%	50%	70%	84%	82%	84%	67%
Strongly Agree	23%	13%	-	20%	28%	24%	24%	33%
Agree	59%	68%	50%	50%	56%	58%	59%	33%
Undecided	8%	6%	-	20%	5%	9%	9%	-
DISAGREE (NET)	10%	13%	50%	10%	12%	9%	8%	33%
Disagree	7%	6%	50%	10%	7%	6%	6%	33%
Strongly Disagree	3%	6%	-	-	5%	3%	1%	-
Average	3.9	3.7	3.0	3.8	4.0	3.9	4.0	3.7
Base	201	31	2	10	43	33	79	3

Q9: Services were available at times that were convenient for us.

EXHIBIT 8. CONVENIENT SERVICE TIME (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	83%	84%	82%	80%	85%	82%
Strongly Agree	18%	16%	23%	-	21%	20%
Agree	65%	67%	59%	80%	63%	61%
Undecided	10%	7%	16%	7%	11%	9%
DISAGREE (NET)	7%	9%	2%	13%	4%	9%
Disagree	5%	7%	2%	13%	4%	5%
Strongly Disagree	2%	2%	-	-	-	5%
Average	3.9	3.9	4.0	3.7	4.0	3.9
Base	130	86	44	15	71	44

EXHIBIT 8. CONVENIENT SERVICE TIME (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	83%	92%	85%	86%	87%	74%	87%	80%
Strongly Agree	18%	23%	25%	14%	13%	23%	13%	13%
Agree	65%	69%	60%	71%	73%	52%	73%	67%
Undecided	10%	8%	10%	10%	7%	13%	7%	13%
DISAGREE (NET)	7%	-	5%	5%	7%	13%	7%	7%
Disagree	5%	-	-	-	7%	13%	7%	7%
Strongly Disagree	2%	-	5%	5%	-	-	-	-
Average	3.9	4.2	4.0	3.9	3.9	3.8	3.9	3.9
Base	130	13	20	21	15	31	15	15



EXHIBIT 8. CONVENIENT SERVICE TIME (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	83%	83%	50%	90%	67%	100%
Strongly Agree	18%	20%	50%	21%	-	-
Agree	65%	63%	-	69%	67%	100%
Undecided	10%	11%	-	6%	20%	-
DISAGREE (NET)	7%	6%	50%	4%	13%	-
Disagree	5%	6%	50%	-	13%	-
Strongly Disagree	2%	-	-	4%	-	-
Average	3.9	4.0	3.5	4.0	3.5	4.0
Base	130	64	2	48	15	1

EXHIBIT 8. CONVENIENT SERVICE TIME (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	83%	85%	83%	84%	81%
Strongly Agree	18%	22%	17%	18%	19%
Agree	65%	63%	65%	66%	63%
Undecided	10%	5%	13%	8%	14%
DISAGREE (NET)	7%	10%	5%	8%	5%
Disagree	5%	10%	2%	7%	2%
Strongly Disagree	2%	-	2%	1%	2%
Average	3.9	4.0	3.9	3.9	3.9
Base	130	41	86	87	43

EXHIBIT 8. CONVENIENT SERVICE TIME (NON-QUEST SAMPLE)								
	Total	ETHCNITY						
		White	Black	Asian	Hawa- ian	Other	Multiple	No Answer
AGREE (NET)	83%	90%	100%	78%	88%	75%	80%	67%
Strongly Agree	18%	5%	-	22%	27%	25%	16%	33%
Agree	65%	86%	100%	56%	61%	50%	65%	33%
Undecided	10%	10%	-	22%	6%	-	14%	-
DISAGREE (NET)	7%	-	-	-	6%	25%	6%	33%
Disagree	5%	-	-	-	3%	17%	6%	33%
Strongly Disagree	2%	-	-	-	3%	8%	-	-
Average	3.9	4.0	4.0	4.0	4.1	3.7	3.9	3.7
Base	130	21	1	9	33	12	51	3

Q9: Services were available at times that were convenient for us.



## APPROPRIATENESS

The indicator for Appropriateness was composed of six questions, including overall satisfaction (Q1), thoroughness of help (Q4), child had someone to talk to (Q5), services were right (Q7), the help we wanted (Q10), and amount of help provided (Q11). Seventy-seven percent of caregivers felt their services were appropriate (rate 3.5 or higher).

Across different aspects of appropriateness, overall satisfaction, thoroughness of help, and child had someone to talk to, all rated the highest at 4.0, followed by the services were right and the help we wanted at 3.9. Amount of help provided was rated the lowest at 3.7.

Regarding the thoroughness of help, caregivers of children who were registered with Leeward or Hawaii family guidance centers or who had behavioral problems were significantly more satisfied. For the non-Quest sample, caregivers of older children (17 or older) were also significantly more satisfied (Exhibits 9 and 10).

EXHIBIT 9. THOROUGHNESS OF HELP (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	77%	77%	77%	75%	81%	69%	79%	79%
Strongly Agree	35%	39%	33%	36%	33%	29%	34%	40%
Agree	42%	39%	44%	39%	47%	40%	44%	40%
Undecided	11%	14%	9%	12%	8%	17%	10%	9%
DISAGREE (NET)	12%	9%	14%	12%	11%	14%	11%	12%
Disagree	9%	6%	11%	9%	8%	3%	9%	12%
Strongly Disagree	3%	3%	3%	3%	3%	11%	2%	-
Average	4.0	4.0	3.9	4.0	4.0	3.7	4.0	4.1
Base	202	70	132	130	72	35	99	68

EXHIBIT 9. THOROUGHNESS OF HELP (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	77%	76%	74%	82%	71%	83%	63%	80%
Strongly Agree	35%	52%	41%	39%	43%	30%	16%	25%
Agree	42%	24%	33%	42%	29%	54%	47%	55%
Undecided	11%	10%	7%	12%	18%	9%	11%	10%
DISAGREE (NET)	12%	14%	19%	6%	11%	7%	26%	10%
Disagree	9%	10%	15%	3%	7%	7%	21%	5%
Strongly Disagree	3%	5%	4%	3%	4%	-	5%	5%
Average	4.0	4.1	3.9	4.1	4.0	4.1	3.5	3.9
Base	202	21	27	33	28	54	19	20



EXHIBIT 9. THOROUGHNESS OF HELP (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Developmental	Emotional	Excluded	Substance
AGREE (NET)	77%	81%	100%	79%	59%	75%
Strongly Agree	35%	37%	67%	36%	22%	50%
Agree	42%	44%	33%	43%	37%	25%
Undecided	11%	9%	-	10%	19%	25%
DISAGREE (NET)	12%	10%	-	11%	22%	-
Disagree	9%	7%	-	9%	19%	-
Strongly Disagree	3%	3%	-	3%	4%	-
Average	4.0	4.0	4.7	4.0	3.6	4.3
Base	202	98	3	70	27	4

EXHIBIT 9. THOROUGHNESS OF HELP (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	77%	71%	81%	78%	76%
Strongly Agree	35%	32%	38%	38%	29%
Agree	42%	39%	43%	40%	47%
Undecided	11%	13%	10%	10%	11%
DISAGREE (NET)	12%	16%	9%	12%	13%
Disagree	9%	11%	7%	8%	11%
Strongly Disagree	3%	5%	2%	3%	2%
Average	4.0	3.8	4.1	4.0	3.9
Base	202	56	140	144	55

EXHIBIT 9. THOROUGHNESS OF HELP (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
AGREE (NET)	77%	77%	33%	70%	70%	79%	82%	100%
Strongly Agree	35%	29%	33%	50%	30%	30%	41%	33%
Agree	42%	48%	-	20%	40%	48%	42%	67%
Undecided	11%	10%	-	20%	19%	12%	6%	-
DISAGREE (NET)	12%	13%	67%	10%	12%	9%	11%	-
Disagree	9%	6%	67%	10%	7%	6%	10%	-
Strongly Disagree	3%	6%	-	-	5%	3%	1%	-
Average	4.0	3.9	3.0	4.1	3.8	4.0	4.1	4.3
Base	202	31	3	10	43	33	79	3

Q4: The people helping my child stuck with us no matter what.



EXHIBIT 10. THOROUGHNESS OF HELP (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	77%	74%	84%	69%	76%	82%
Strongly Agree	33%	34%	32%	13%	35%	39%
Agree	44%	40%	52%	56%	42%	43%
Undecided	9%	9%	9%	13%	8%	9%
DISAGREE (NET)	14%	17%	7%	19%	15%	9%
Disagree	11%	13%	7%	6%	13%	9%
Strongly Disagree	3%	5%	-	13%	3%	-
Average	3.9	3.9	4.1	3.5	3.9	4.1
Base	132	88	44	16	72	44

EXHIBIT 10. THOROUGHNESS OF HELP (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	77%	71%	80%	86%	67%	84%	67%	73%
Strongly Agree	33%	57%	45%	29%	20%	31%	20%	33%
Agree	44%	14%	35%	57%	47%	53%	47%	40%
Undecided	9%	14%	5%	5%	13%	6%	13%	13%
DISAGREE (NET)	14%	14%	15%	10%	20%	9%	20%	13%
Disagree	11%	14%	15%	5%	13%	9%	13%	7%
Strongly Disagree	3%	-	-	5%	7%	-	7%	7%
Average	3.9	4.1	4.1	4.0	3.6	4.1	3.6	3.9
Base	132	14	20	21	15	32	15	15

EXHIBIT 10. THOROUGHNESS OF HELP (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	77%	79%	100%	77%	67%	100%
Strongly Agree	33%	33%	50%	38%	13%	100%
Agree	44%	45%	50%	40%	53%	-
Undecided	9%	8%	-	8%	20%	-
DISAGREE (NET)	14%	14%	-	15%	13%	-
Disagree	11%	11%	-	10%	13%	-
Strongly Disagree	3%	3%	-	4%	-	-
Average	3.9	4.0	4.5	4.0	3.7	5.0
Base	132	66	2	48	15	1



EXHIBIT 10. THOROUGHNESS OF HELP (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	77%	74%	80%	76%	80%
Strongly Agree	33%	36%	33%	36%	27%
Agree	44%	38%	47%	40%	52%
Undecided	9%	12%	7%	9%	9%
DISAGREE (NET)	14%	14%	13%	15%	11%
Disagree	11%	10%	10%	10%	11%
Strongly Disagree	3%	5%	2%	5%	-
Average	3.9	3.9	4.0	3.9	4.0
Base	132	42	87	88	44

EXHIBIT 10. THOROUGHNESS OF HELP (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawa- ian	Other	Multiple	No Answer
AGREE (NET)	77%	81%	50%	78%	79%	75%	75%	100%
Strongly Agree	33%	24%	50%	56%	30%	42%	33%	33%
Agree	44%	57%	-	22%	48%	33%	42%	67%
Undecided	9%	10%	-	22%	9%	8%	8%	-
DISAGREE (NET)	14%	10%	50%	-	12%	17%	17%	-
Disagree	11%	-	50%	-	9%	17%	15%	-
Strongly Disagree	3%	10%	-	-	3%	-	2%	-
Average	3.9	3.9	3.5	4.3	3.9	4.0	3.9	4.3
Base	132	21	2	9	33	12	52	3

Q4: The people helping my child stuck with us no matter what.

Regarding whether the child had someone to talk to when he/she was troubled, caregivers of children who were registered with Kauai or Leeward family guidance centers gave significantly higher ratings. For the non-Quest sample, there were no significant differences across different segments (Exhibits 11 and 12).

EXHIBIT 11. SOMEONE TO TALK TO (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non- Quest	Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	79%	82%	78%	78%	82%	81%	79%	79%
Strongly Agree	30%	32%	29%	30%	31%	33%	31%	26%
Agree	49%	49%	49%	48%	51%	47%	47%	53%
Undecided	10%	10%	11%	10%	11%	8%	11%	10%
DISAGREE (NET)	10%	8%	11%	12%	7%	11%	10%	10%
Disagree	8%	6%	10%	11%	4%	11%	10%	4%
Strongly Disagree	2%	3%	2%	2%	3%	-	-	6%
Average	4.0	4.0	3.9	3.9	4.0	4.0	4.0	3.9
Base	203	71	132	131	72	36	99	68



EXHIBIT 11. SOMEONE TO TALK TO (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	79%	81%	67%	82%	79%	82%	74%	90%
Strongly Agree	30%	33%	30%	30%	39%	29%	11%	35%
Agree	49%	48%	37%	52%	39%	53%	63%	55%
Undecided	10%	10%	11%	15%	11%	9%	5%	10%
DISAGREE (NET)	10%	10%	22%	3%	11%	9%	21%	-
Disagree	8%	10%	11%	3%	11%	9%	16%	-
Strongly Disagree	2%	-	11%	-	-	-	5%	-
Average	4.0	4.0	3.6	4.1	4.1	4.0	3.6	4.3
Base	203	21	27	33	28	55	19	20

EXHIBIT 11. SOMEONE TO TALK TO (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	79%	78%	100%	83%	74%	75%
Strongly Agree	30%	34%	67%	27%	19%	25%
Agree	49%	43%	33%	56%	56%	50%
Undecided	10%	11%	-	7%	15%	25%
DISAGREE (NET)	10%	11%	-	10%	11%	-
Disagree	8%	9%	-	9%	7%	-
Strongly Disagree	2%	2%	-	1%	4%	-
Average	4.0	4.0	4.7	4.0	3.8	4.0
Base	203	99	3	70	27	4

EXHIBIT 11. SOMEONE TO TALK TO (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	79%	82%	79%	79%	84%
Strongly Agree	30%	30%	31%	32%	24%
Agree	49%	52%	48%	46%	60%
Undecided	10%	7.1%	12%	10%	13%
DISAGREE (NET)	10%	11%	9%	12%	4%
Disagree	8%	11%	8%	10%	4%
Strongly Disagree	2%	-	1%	2%	-
Average	4.0	4.0	4.0	4.0	4.0
Base	203	56	141	145	55



EXHIBIT 11. SOMEONE TO TALK TO (TOTAL SAMPLE)								
		ETHNICITY						
	TOTAL	White	Black	Asian	Hawaiian	Other	Multiple	No Answer
AGREE (NET)	79%	77%	67%	70%	79%	73%	84%	100%
Strongly Agree	30%	35%	33%	30%	30%	18%	33%	33%
Agree	49%	42%	33%	40%	49%	55%	51%	67%
Undecided	10%	10%	-	30%	12%	12%	8%	-
DISAGREE (NET)	10%	13%	33%	-	9%	15%	9%	-
Disagree	8%	10%	33%	-	7%	9%	9%	-
Strongly Disagree	2%	3%	-	-	2%	6%	-	-
Average	4.0	4.0	3.7	4.0	4.0	3.7	4.1	4.3
Base	203	31	3	10	43	33	80	3

Q5: I felt my child had some to talk to when he/she was troubled.

EXHIBIT 12. SOMEONE TO TALK TO (NON-QUEST SAMPLE)						
		GENDER		CHILD'S AGE		
	Total	Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	78%	76%	82%	81%	78%	77%
Strongly Agree	29%	28%	30%	25%	33%	23%
Agree	49%	48%	52%	56%	44%	55%
Undecided	11%	8%	16%	6%	10%	14%
DISAGREE (NET)	11%	16%	2%	13%	13%	9%
Disagree	10%	14%	2%	13%	13%	5%
Strongly Disagree	2%	2%	-	-	-	5%
Average	3.9	3.9	4.1	3.9	4.0	3.9
Base	132	88	44	16	72	44

EXHIBIT 12. SOMEONE TO TALK TO (NON-QUEST SAMPLE)								
		FAMILY GUIDANCE CENTER						
	Total	Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	78%	79%	70%	86%	67%	78%	80%	87%
Strongly Agree	29%	36%	30%	24%	20%	31%	13%	47%
Agree	49%	43%	40%	62%	47%	47%	67%	40%
Undecided	11%	14%	15%	10%	13%	9%	-	13%
DISAGREE (NET)	11%	7%	15%	5%	20%	13%	20%	-
Disagree	10%	7%	5%	5%	20%	13%	20%	-
Strongly Disagree	2%	-	10%	-	-	-	-	-
Average	3.9	4.1	3.8	4.0	3.7	4.0	3.7	4.3
Base	132	14	20	21	15	32	15	15



EXHIBIT 12. SOMEONE TO TALK TO (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	78%	76%	100%	81%	73%	100%
Strongly Agree	29%	35%	50%	25%	7%	100%
Agree	49%	41%	50%	56%	67%	-
Undecided	11%	11%	-	8%	20%	-
DISAGREE (NET)	11%	14%	-	10%	7%	-
Disagree	10%	12%	-	8%	7%	-
Strongly Disagree	2%	2%	-	2%	-	-
Average	3.9	4.0	4.5	3.9	3.7	5.0
Base	132	66	2	48	15	1

EXHIBIT 12. SOMEONE TO TALK TO (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	78%	76%	78%	76%	82%
Strongly Agree	29%	33%	28%	32%	23%
Agree	49%	43%	51%	44%	59%
Undecided	11%	10%	11%	9%	14%
DISAGREE (NET)	11%	14%	10%	15%	5%
Disagree	10%	14%	8%	13%	5%
Strongly Disagree	2%	-	2%	2%	-
Average	3.9	4.0	3.9	3.9	4.0
Base	132	42	87	88	44

EXHIBIT 12. SOMEONE TO TALK TO (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawa- ian	Other	Multiple	No Answer
AGREE (NET)	78%	76%	50%	67%	82%	67%	81%	100%
Strongly Agree	29%	33%	50%	33%	30%	25%	25%	33%
Agree	49%	43%	-	33%	52%	42%	56%	67%
Undecided	11%	10%	-	33%	6.1%	17%	10%	-
DISAGREE (NET)	11%	14%	50%	-	12%	17%	10%	-
Disagree	10%	14%	50%	-	9%	8%	10%	-
Strongly Disagree	2%	-	-	-	3%	8%	-	-
Average	3.9	4.0	3.5	4.0	4.0	3.7	4.0	4.3
Base	132	21	2	9	33	12	52	3

Q5: I felt my child had some to talk to when he/she was troubled.

Regarding whether or not services were right for them, significantly higher ratings were given by caregivers of children who were registered with Hawaii or Leeward family guidance centers, who had behavioral or emotional problems, or who did not have emergency room services. For the non-Quest sample, there were no significant differences across different segments (Exhibits 13 and 14).



EXHIBIT 13. SERVICES WERE RIGHT FOR US (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	75%	79%	73%	76%	72%	78%	74%	75%
Strongly Agree	29%	37%	25%	29%	29%	36%	24%	32%
Agree	46%	42%	48%	47%	43%	42%	49%	43%
Undecided	13%	11%	14%	15%	10%	14%	17%	7%
DISAGREE (NET)	12%	10%	13%	8%	18%	8%	9%	18%
Disagree	7%	4%	8%	5%	11%	6%	5%	10%
Strongly Disagree	5%	6%	5%	4%	7%	3%	4%	7%
Average	3.9	4.0	3.8	3.9	3.8	4.0	3.8	3.8
Base	203	71	132	131	72	36	99	68

EXHIBIT 13. SERVICES WERE RIGHT FOR US (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	75%	76%	70%	79%	68%	84%	58%	75%
Strongly Agree	29%	24%	33%	30%	43%	29%	11%	25%
Agree	46%	52%	37%	48%	25%	55%	47%	50%
Undecided	13%	14%	15%	12%	14%	9%	26%	10%
DISAGREE (NET)	12%	10%	15%	9%	18%	7%	16%	15%
Disagree	7%	5%	4%	9%	7%	7%	5%	10%
Strongly Disagree	5%	5%	11%	-	11%	-	11%	5%
Average	3.9	3.9	3.8	4.0	3.8	4.1	3.4	3.8
Base	203	21	27	33	28	55	19	20

EXHIBIT 13. SERVICES WERE RIGHT FOR US (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	75%	79%	67%	76%	59%	75%
Strongly Agree	29%	27%	67%	31%	19%	75%
Agree	46%	52%	-	44%	41%	-
Undecided	13%	16%	-	10%	11%	25%
DISAGREE (NET)	12%	5%	33%	14%	30%	-
Disagree	7%	2%	33%	10%	15%	-
Strongly Disagree	5%	3%	-	4%	15%	-
Average	3.9	4.0	4.0	3.9	3.3	4.5
Base	203	99	3	70	27	4



EXHIBIT 13. SERVICES WERE RIGHT FOR US (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	75%	63%	80%	76%	73%
Strongly Agree	29%	23%	33%	32%	20%
Agree	46%	39%	48%	43%	53%
Undecided	13%	20%	11%	12%	15%
DISAGREE (NET)	12%	18%	9.2%	12%	13%
Disagree	7%	13%	5%	6%	9.1%
Strongly Disagree	5%	5%	4%	6%	4%
Average	3.9	3.6	4.0	3.9	3.8
Base	203	56	141	145	55

EXHIBIT 13. SERVICES WERE RIGHT FOR US (TOTAL SAMPLE)								
	TOTAL	ETHNCITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
AGREE (NET)	75%	65%	33%	70%	77%	79%	79%	67%
Strongly Agree	29%	29%	-	20%	30%	30%	30%	33%
Agree	46%	35%	33%	50%	47%	48%	49%	33%
Undecided	13%	16%	33%	10%	14%	12%	13%	-
DISAGREE (NET)	12%	19%	33%	20%	9%	9%	9%	33%
Disagree	7%	10%	33%	10%	7%	3%	5%	33%
Strongly Disagree	5%	10%	-	10%	2%	6%	4%	-
Average	3.9	3.6	3.0	3.6	4.0	3.9	4.0	3.7
Base	203	31	3	10	43	33	80	3

Q7: The services my child and/or family received were right for us.

EXHIBIT 14. SERVICES WERE RIGHT FOR US (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	73%	72%	75%	81%	69%	75%
Strongly Agree	25%	25%	25%	25%	24%	27%
Agree	48%	47%	50%	56%	46%	48%
Undecided	14%	17%	9%	13%	19%	7%
DISAGREE (NET)	13%	11%	16%	6%	11%	18%
Disagree	8%	7%	11%	6%	6%	14%
Strongly Disagree	5%	5%	5%	-	6%	5%
Average	3.8	3.8	3.8	4.0	3.8	3.8
Base	132	88	44	16	72	44



EXHIBIT 14. SERVICES WERE RIGHT FOR US (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	73%	79%	75%	76%	53%	78%	67%	73%
Strongly Agree	25%	14%	35%	24%	33%	22%	13%	33%
Agree	48%	64%	40%	52%	20%	56%	53%	40%
Undecided	14%	7%	15%	10%	20%	13%	27%	13%
DISAGREE (NET)	13%	14%	10%	14%	27%	9%	7%	13%
Disagree	8%	7%	5%	14%	7%	9%	7%	7%
Strongly Disagree	5%	7%	5%	-	20%	-	-	7%
Average	3.8	3.7	4.0	3.9	3.4	3.9	3.7	3.9
Base	132	14	20	21	15	32	15	15

EXHIBIT 14. SERVICES WERE RIGHT FOR US (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	73%	74%	50%	75%	60%	100%
Strongly Agree	25%	21%	50%	33%	7%	100%
Agree	48%	53%	-	42%	53%	-
Undecided	14%	18%	-	10%	13%	-
DISAGREE (NET)	13%	8%	50%	15%	27%	-
Disagree	8%	3%	50%	10%	20%	-
Strongly Disagree	5%	5%	-	4%	7%	-
Average	3.8	3.8	3.5	3.9	3.3	5.0
Base	132	66	2	48	15	1

EXHIBIT 14. SERVICES WERE RIGHT FOR US (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	73%	64%	77%	70%	77%
Strongly Agree	25%	24%	26%	28%	18%
Agree	48%	40%	51%	42%	59%
Undecided	14%	21%	10%	16%	11%
DISAGREE (NET)	13%	14%	13%	14%	11%
Disagree	8%	12%	7%	9%	7%
Strongly Disagree	5%	2%	6%	5%	5%
Average	3.8	3.7	3.9	3.8	3.8
Base	132	42	87	88	44



EXHIBIT 14. SERVICES WERE RIGHT FOR US (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawa- ian	Other	Multiple	No Answer
AGREE (NET)	73%	67%	50%	78%	79%	67%	73%	67%
Strongly Agree	25%	24%	-	22%	27%	33%	23%	33%
Agree	48%	43%	50%	56%	52%	33%	50%	33%
Undecided	14%	19%	50%	11%	9%	17%	15%	-
DISAGREE (NET)	13%	14%	-	11%	12%	17%	12%	33%
Disagree	8%	10%	-	11%	9%	8%	6%	33%
Strongly Disagree	5%	5%	-	-	3%	8%	6%	-
Average	3.8	3.7	3.5	3.9	3.9	3.8	3.8	3.7
Base	132	21	2	9	33	12	52	3

Q7: The services my child and/or family received were right for us.

As for the appropriateness of the help the family wanted, significantly higher ratings were given by caregivers of children who were registered with the Leeward family guidance center, who had behavioral problems, or whose ethnicity was multiple or Other. For the non-Quest sample, there were no significant differences across different segments (Exhibits 15 and 16).

EXHIBIT 15. FAMILY GOT HELP WANTED FOR CHILD (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non- Quest	Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	76%	73%	78%	78%	74%	78%	79%	72%
Strongly Agree	32%	32%	32	25%	44%	39%	28%	34%
Agree	44%	41%	46%	53%	29%	39%	51%	38%
Undecided	11%	17%	8%	12%	8%	11%	10%	12%
DISAGREE (NET)	13%	10%	14%	10%	18%	11%	11%	16%
Disagree	8%	7%	9%	7%	11%	11%	7%	9%
Strongly Disagree	4%	3%	5%	3%	7%	-	4%	7%
Average	3.9	3.9	3.9	3.9	3.9	4.1	3.9	3.8
Base	203	71	132	131	72	36	99	68

EXHIBIT 15. FAMILY GOT HELP WANTED FOR CHILD (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono- lulu	Leeward	Wind- ward	Hawaii	Maui	Kauai
AGREE (NET)	76%	86%	78%	82%	68%	80%	63%	70%
Strongly Agree	32%	38%	37%	33%	36%	38%	11%	15%
Agree	44%	48%	41%	49%	32%	42%	53%	55%
Undecided	11%	5%	15%	12%	11%	9%	21%	5%
DISAGREE (NET)	13%	10%	7%	6%	21%	11%	16%	25%
Disagree	8%	5%	7%	6%	11%	7%	5%	20%
Strongly Disagree	4%	5%	-	-	11%	4%	11%	5%
Average	3.9	4.1	4.1	4.1	3.7	4.0	3.5	3.6
Base	203	21	27	33	28	55	19	20



EXHIBIT 15. FAMILY GOT HELP WANTED FOR CHILD (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	76%	80%	100%	77%	63%	50%
Strongly Agree	32%	30%	100%	31%	30%	50%
Agree	44%	49%	-	46%	33%	-
Undecided	10%	12%	-	7%	11%	50%
DISAGREE (NET)	12%	8%	-	16%	26%	-
Disagree	8%	6%	-	11%	11%	-
Strongly Disagree	4%	2%	-	4%	15%	-
Average	3.9	4.0	5.0	3.9	3.5	4.0
Base	203	99	3	70	27	4

EXHIBIT 15. FAMILY GOT HELP WANTED FOR CHILD (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	76%	71%	79%	75%	80%
Strongly Agree	32%	36%	32%	30%	36%
Agree	44%	36%	47%	45%	44%
Undecided	11%	9%	12%	12%	7%
DISAGREE (NET)	13%	20%	9%	13%	13%
Disagree	8%	14%	6%	8%	9%
Strongly Disagree	4%	5%	4%	5%	4%
Average	3.9	3.8	4.0	3.9	4.0
Base	203	56	141	145	55

EXHIBIT 15. FAMILY GOT HELP WANTED FOR CHILD (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
AGREE (NET)	76%	74%	33%	80%	70%	73%	83%	100%
Strongly Agree	32%	39%	-	30%	26%	24%	38%	33%
Agree	44%	36%	33%	50%	44%	49%	45%	67%
Undecided	11%	13%	-	10%	16%	18%	5%	-
DISAGREE (NET)	13%	13%	67%	10%	14%	9%	13%	-
Disagree	8%	3%	67%	10%	12%	9%	6%	-
Strongly Disagree	4%	10%	-	-	2%	-	6%	-
Average	3.9	3.9	2.7	4.0	3.8	3.9	4.0	4.3
Base	203	31	3	10	43	33	80	3

Q10: My family got the help we wanted for my child.



EXHIBIT 16. FAMILY GOT HELP WANTED FOR CHILD (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	78%	77%	80%	81%	79%	75%
Strongly Agree	32%	22%	52%	38%	31%	32%
Agree	46%	56%	27%	44%	49%	43%
Undecided	8%	8%	7%	6%	8%	7%
DISAGREE (NET)	14%	15%	14%	13%	13%	18%
Disagree	9%	10%	7%	13%	7%	11%
Strongly Disagree	5%	5%	7%	-	6%	7%
Average	3.9	3.8	4.1	4.1	3.9	3.8
Base	132	88	44	16	72	44

EXHIBIT 16. FAMILY GOT HELP WANTED FOR CHILD (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	78%	93%	85%	81%	67%	75%	73%	73.3%
Strongly Agree	32%	36%	40%	33%	27%	41%	13%	20.0%
Agree	46%	57%	45%	48%	40%	34%	60%	53%
Undecided	8%	-	5%	10%	7%	9%	20%	-
DISAGREE (NET)	14%	7%	10%	10%	27%	16%	7%	27%
Disagree	9%	-	10%	10%	7%	9%	7%	20%
Strongly Disagree	5%	7%	-	-	20%	6%	-	7%
Average	3.9	4.1	4.2	4.0	3.5	3.9	3.8	3.6
Base	132	14	20	21	15	32	15	15

EXHIBIT 16. FAMILY GOT HELP WANTED FOR CHILD (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	78%	79%	100%	81%	60%	100%
Strongly Agree	32%	27%	100%	33%	33%	100%
Agree	46%	52%	-	48%	27%	-
Undecided	8%	11%	-	4%	7%	-
DISAGREE (NET)	14%	11%	-	15%	33%	-
Disagree	9%	8%	-	10%	13%	-
Strongly Disagree	5%	3%	-	4%	20%	-
Average	3.9	3.9	5.0	4.0	3.4	5.0
Base	132	66	2	48	15	1



EXHIBIT 16. FAMILY GOT HELP WANTED FOR CHILD (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	78%	74%	80%	74%	86%
Strongly Agree	32%	40%	29%	28%	39%
Agree	46%	33%	52%	45%	48%
Undecided	8%	10%	7%	9%	5%
DISAGREE (NET)	14%	17%	13%	17%	9%
Disagree	9%	12%	7%	11%	5%
Strongly Disagree	5%	5%	6%	6%	5%
Average	3.9	3.9	3.9	3.8	4.1
Base	132	42	87	88	44

EXHIBIT 16. FAMILY GOT HELP WANTED FOR CHILD (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawa- iiian	Other	Multiple	No Answer
AGREE (NET)	78%	81%	50%	78%	76%	67%	81%	100%
Strongly Agree	32%	43%	-	33%	27%	17%	35%	33%
Agree	46%	38%	50%	44%	48%	50%	46%	67%
Undecided	8%	14%	-	11%	9%	8%	4%	-
DISAGREE (NET)	14%	5%	50%	11%	15%	25%	15%	-
Disagree	9%	-	50%	11%	12%	25%	6%	-
Strongly Disagree	5%	5%	-	-	3%	-	10%	-
Average	3.9	4.1	3.0	4.0	3.8	3.6	3.9	4.3
Base	132	21	2	9	33	12	52	3

Q10: My family got the help we wanted for my child.

For the amount of help provided, significantly higher ratings were given by caregivers of children who were registered with Central Oahu or Leeward family guidance centers or who had behavioral problems. For the non-Quest sample, there were no significant differences across different segments (Exhibits 17 and 18).

EXHIBIT 17. AMOUNT OF HELP PROVIDED (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non- Quest	Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	71%	68%	72%	71%	69%	72%	70%	71%
Strongly Agree	25%	30%	23%	22%	32%	33%	22%	26%
Agree	45%	38%	49%	50%	38%	39%	47%	45%
Undecided	11%	13%	10%	13%	7%	11%	11%	11%
DISAGREE (NET)	18%	19%	18%	16%	24%	17%	19%	18%
Disagree	11%	13%	11%	11%	13%	14%	12%	9%
Strongly Disagree	7%	6%	8%	5%	11%	3%	7%	9%
Average	3.7	3.7	3.7	3.7	3.7	3.9	3.7	3.7
Base	201	69	132	129	72	36	99	66



EXHIBIT 17. AMOUNT OF HELP PROVIDED (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	71%	86%	72%	76%	57%	75%	58%	65%
Strongly Agree	25%	33%	36%	27%	25%	27%	11%	10%
Agree	45%	52%	36%	48%	32%	47%	47%	55%
Undecided	11%	5%	8%	15%	14%	11%	11%	10%
DISAGREE (NET)	18%	10%	20%	9%	29%	15%	32%	25%
Disagree	11%	5%	16%	9%	14%	9%	16%	15%
Strongly Disagree	7%	5%	4%	-	14%	5%	16%	10%
Average	3.7	4.0	3.8	3.9	3.4	3.8	3.2	3.4
Base	201	21	25	33	28	55	19	20

EXHIBIT 17. AMOUNT OF HELP PROVIDED (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	71%	74%	100%	72%	50%	75%
Strongly Agree	25%	25%	67%	25%	19%	50%
Agree	45%	48%	33%	48%	31%	25%
Undecided	11%	14%	-	6%	12%	25%
DISAGREE (NET)	18%	12%	-	22%	38%	-
Disagree	11%	8%	-	13%	23%	-
Strongly Disagree	7%	4%	-	9%	15%	-
Average	3.7	3.8	4.7	3.7	3.2	4.3
Base	201	99	3	69	26	4

EXHIBIT 17. AMOUNT OF HELP PROVIDED (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	71%	65%	74%	69%	75%
Strongly Agree	25%	24%	27%	24%	27%
Agree	45%	42%	46%	44%	47%
Undecided	11%	11%	11%	9%	16%
DISAGREE (NET)	18%	24%	16%	22%	9%
Disagree	11%	15%	10%	14%	5%
Strongly Disagree	7%	9%	6%	8%	4%
Average	3.7	3.6	3.8	3.6	3.9
Base	201	55	140	144	55



EXHIBIT 17. AMOUNT OF HELP PROVIDED (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
AGREE (NET)	71%	68%	33%	78%	67%	72%	74%	67%
Strongly Agree	25%	35%	-	22%	16%	25%	28%	33%
Agree	45%	32%	33%	56%	51%	47%	46%	33%
Undecided	11%	10%	-	11%	14%	9%	11%	-
DISAGREE (NET)	18%	23%	67%	11%	19%	19%	15%	33%
Disagree	11%	10%	67%	11%	16%	16%	5%	33%
Strongly Disagree	7%	13%	-	-	2%	3%	10%	-
Average	3.7	3.7	2.7	3.9	3.6	3.8	3.8	3.7
Base	201	31	3	9	43	32	80	3

Q11: My family got as much help as we needed for my child.

EXHIBIT 18. AMOUNT OF HELP PROVIDED (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	72%	69%	77%	81%	72%	68%
Strongly Agree	23%	16%	36%	25%	22%	23%
Agree	49%	53%	41%	56%	50%	45%
Undecided	10%	13%	5%	6%	10%	11%
DISAGREE (NET)	18%	18%	18%	13%	18%	20%
Disagree	11%	11%	9%	13%	10%	11%
Strongly Disagree	8%	7%	9%	-	8%	9%
Average	3.7	3.6	3.9	3.9	3.7	3.6
Base	132	88	44	16	72	44

EXHIBIT 18. AMOUNT OF HELP PROVIDED (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
AGREE (NET)	72%	93%	75%	71%	53%	75%	73%	60%
Strongly Agree	23%	29%	35%	24%	20%	22%	13%	13%
Agree	49%	64%	40%	48%	33%	53%	60%	47%
Undecided	10%	-	5%	14%	20%	9%	7%	13%
DISAGREE (NET)	18%	7%	20%	14%	27%	16%	20%	27%
Disagree	11%	-	15%	14%	7%	6%	13%	20%
Strongly Disagree	8%	7%	5%	-	20%	9%	7%	7%
Average	3.7	4.1	3.9	3.8	3.3	3.7	3.6	3.4
Base	132	14	20	21	15	32	15	15



EXHIBIT 18. AMOUNT OF HELP PROVIDED (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Developmental	Emotional	Excluded	Substance
AGREE (NET)	72%	71%	100%	77%	53%	100%
Strongly Agree	23%	20%	50%	25%	20%	100%
Agree	49%	52%	50%	52%	33%	-
Undecided	10%	14%	-	4%	13%	-
DISAGREE (NET)	18%	15%	-	19%	33%	-
Disagree	11%	9%	-	13%	13%	-
Strongly Disagree	8%	6%	-	6%	20%	-
Average	3.7	3.7	4.5	3.8	3.2	5.0
Base	132	66	2	48	15	1

EXHIBIT 18. AMOUNT OF HELP PROVIDED (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	72%	71%	74%	68%	80%
Strongly Agree	23%	26%	22%	20%	27%
Agree	49%	45%	52%	48%	52%
Undecided	10%	10%	9%	8%	14%
DISAGREE (NET)	18%	19%	17%	24%	7%
Disagree	11%	12%	9%	15%	2%
Strongly Disagree	8%	7%	8%	9%	5%
Average	3.7	3.7	3.7	3.6	4.0
Base	132	42	87	88	44

EXHIBIT 18. AMOUNT OF HELP PROVIDED (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
AGREE (NET)	72%	76%	50%	78%	73%	58%	73%	67%
Strongly Agree	23%	38%	-	22%	18%	17%	21%	33%
Agree	49%	38%	50%	56%	55%	42%	52%	33%
Undecided	10%	10%	-	11%	9%	8%	12%	-
DISAGREE (NET)	18%	14%	50%	11%	18%	33%	15%	33%
Disagree	11%	5%	50%	11%	15%	25%	4%	33%
Strongly Disagree	8%	10%	-	-	3%	8%	12%	-
Average	3.7	3.9	3.0	3.9	3.7	3.3	3.7	3.7
Base	132	21	2	9	33	12	52	3

Q11: My family got as much help as we needed for my child.



## CULTURAL SENSITIVITY

The indicator for Cultural Sensitivity was composed of four questions, including staff treating caregivers with respect (Q12), staff showing respect to caregivers' family's religious or spiritual beliefs (Q13), staff explaining things understandably (Q14), and staff showing sensitivity to caregivers' cultural or ethnic background (Q15). Eighty-nine percent of caregivers rated 3.5 or higher on this indicator.

Staff showing respect and staff explaining things understandably were rated the highest at 4.2, followed by staff showing sensitivity to caregivers' cultural or ethnic background at 4.1, and staff showing respect to caregivers' family's religious or spiritual beliefs at 4.0.

Regarding the staff treating caregivers with respect, significantly higher ratings were given by caregivers of children who were registered with Leeward family guidance center or who had behavioral problems. For the non-Quest sample, caregivers of White children were significantly more satisfied (Exhibits 19 and 20).

EXHIBIT 19. STAFF TREATING CAREGIVERS WITH RESPECT (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	89%	90%	88%	89%	88%	89%	92%	84%
Strongly Agree	41%	41%	40%	39%	43%	50%	40%	36%
Agree	48%	49%	48%	50%	44%	39%	52%	48%
Undecided	6%	4%	7%	7%	4%	6%	4%	9%
DISAGREE (NET)	5%	6%	5%	4%	8%	6%	4%	7%
Disagree	4%	3%	5%	3%	6%	3%	3%	6%
Strongly Disagree	1%	3%	1%	1%	3%	3%	1%	1%
Average	4.2	4.2	4.2	4.2	4.2	4.3	4.3	4.1
Base	202	70	132	130	72	36	99	67

EXHIBIT 19. STAFF TREATING CAREGIVERS WITH RESPECT (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	89%	90%	81%	94%	93%	89%	84%	85%
Strongly Agree	41%	48%	35%	48%	54%	36%	21%	40%
Agree	48%	43%	46%	45%	39%	53%	63%	45%
Undecided	6%	5%	12%	6%	-	5%	5%	10%
DISAGREE (NET)	5%	5%	8%	-	7%	5%	11%	5%
Disagree	4%	-	4%	-	7%	5%	11%	-
Strongly Disagree	1%	5%	4%	-	-	-	-	5%
Average	4.2	4.3	4.0	4.4	4.4	4.2	3.9	4.2
Base	202	21	26	33	28	55	19	20



EXHIBIT 19. STAFF TREATING CAREGIVERS WITH RESPECT (TOTAL SAMPLE)						
		PRIMARY PROBLEM				
	TOTAL	Behavioral	Develop- mental	Emotional	Excluded	Substance
AGREE (NET)	89%	93%	100%	87%	74%	100%
Strongly Agree	41%	39%	100%	41%	33%	75%
Agree	48%	54%	-	46%	41%	25%
Undecided	6%	4%	-	7%	11%	-
DISAGREE (NET)	5%	3%	-	6%	15%	-
Disagree	4%	2%	-	4%	11%	-
Strongly Disagree	1%	1%	-	1%	4%	-
Average	4.2	4.3	5.0	4.2	3.9	4.8
Base	202	99	3	69	27	4

EXHIBIT 19. STAFF TREATING CAREGIVERS WITH RESPECT (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	89%	80%	91%	89%	87%
Strongly Agree	41%	41%	41%	42%	36%
Agree	48%	39%	50%	47%	51%
Undecided	6%	9%	5%	6%	7%
DISAGREE (NET)	5%	11%	4%	6%	5%
Disagree	4%	7.1%	3%	5%	2%
Strongly Disagree	1%	4%	1%	1%	4%
Average	4.2	4.1	4.3	4.2	4.1
Base	202	56	140	145	55

EXHIBIT 19. STAFF TREATING CAREGIVERS WITH RESPECT (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
AGREE (NET)	89%	94%	33%	80%	91%	84%	90%	100%
Strongly Agree	41%	48%	33%	60%	28%	22%	49%	67%
Agree	48%	45%	-	20%	63%	63%	41%	33%
Undecided	6%	-	33%	10%	5%	13%	5%	-
DISAGREE (NET)	5%	6%	33%	10%	5%	3%	5%	-
Disagree	4%	6%	33%	-	2%	3%	4%	-
Strongly Disagree	1%	-	-	10%	2%	-	1%	-
Average	4.2	4.4	3.3	4.2	4.1	4.0	4.3	4.7
Base	202	31	3	10	43	32	80	3

Q12: Staff treated me with respect.



EXHIBIT 20. STAFF TREATING CAREGIVERS WITH RESPECT (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	88%	88%	89%	88%	90%	84%
Strongly Agree	40%	36%	48%	44%	43%	34%
Agree	48%	51%	41%	44%	47%	50%
Undecided	7%	8%	5%	6%	4%	11%
DISAGREE (NET)	5%	5%	7%	6%	6%	5%
Disagree	5%	5%	5%	6%	4%	5%
Strongly Disagree	1%	-	2%	-	1%	-
Average	4.2	4.2	4.3	4.3	4.3	4.1
Base	132	88	44	16	72	44

EXHIBIT 20. STAFF TREATING CAREGIVERS WITH RESPECT (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
AGREE (NET)	88%	93%	85%	95%	87%	84%	87%	87%
Strongly Agree	40%	43%	35%	48%	53%	34%	27%	47%
Agree	48%	50%	50%	48%	33%	50%	60%	40%
Undecided	7%	7%	10%	5%	-	9%	7%	7%
DISAGREE (NET)	5%	-	5%	-	13%	6%	7%	7%
Disagree	5%	-	5%	-	13%	6%	7%	-
Strongly Disagree	1%	-	-	-	-	-	-	7%
Average	4.2	4.4	4.2	4.4	4.3	4.1	4.1	4.2
Base	132	14	20	21	15	32	15	15

EXHIBIT 20. STAFF TREATING CAREGIVERS WITH RESPECT (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Developmental	Emotional	Excluded	Substance
AGREE (NET)	88%	91%	100%	88%	73%	100%
Strongly Agree	40%	38%	100%	42%	33%	100%
Agree	48%	53%	-	46%	40%	-
Undecided	7%	6%	-	6%	13%	-
DISAGREE (NET)	5%	3%	-	6%	13%	-
Disagree	5%	3%	-	4%	13%	-
Strongly Disagree	1%	-	-	2%	-	-
Average	4.2	4.3	5.0	4.2	3.9	5.0
Base	132	66	2	48	15	1



EXHIBIT 20. STAFF TREATING CAREGIVERS WITH RESPECT (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	88%	81%	91%	86%	91%
Strongly Agree	40%	43%	39%	42%	36%
Agree	48%	38%	52%	44%	55%
Undecided	7%	12%	5%	7%	7%
DISAGREE (NET)	5%	7%	5%	7%	2%
Disagree	5%	7%	3%	7%	-
Strongly Disagree	1%	-	1%	-	2%
Average	4.2	4.2	4.2	4.2	4.2
Base	132	42	87	88	44

EXHIBIT 20. STAFF TREATING CAREGIVERS WITH RESPECT (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
AGREE (NET)	88%	95%	50%	89%	94%	75%	85%	100%
Strongly Agree	40%	52%	50%	67%	27%	17%	42%	67%
Agree	48%	43%	-	22%	67%	58%	42%	33%
Undecided	7%	-	50%	11%	3%	17%	8%	-
DISAGREE (NET)	5%	5%	-	-	3%	8%	8%	-
Disagree	5%	5%	-	-	3%	8%	6%	-
Strongly Disagree	1%	-	-	-	-	-	2%	-
Average	4.2	4.4	4.0	4.6	4.2	3.8	4.2	4.7
Base	132	21	2	9	33	12	52	3

Q12: Staff treated me with respect.

Caregivers in the following segments were significantly more satisfied with the staff in terms of showing respect to caregivers' family's religious or spiritual beliefs, including Quest sample, children who were registered with Leeward, Windward, Kauai, or Honolulu family guidance centers, and White children. For the non-Quest sample, significantly higher ratings were given by caregivers of children who were registered with Honolulu or Leeward family guidance centers or who were White or Asian (Exhibits 21 and 22).

EXHIBIT 21. STAFF SHOWING RESPECT TO CAREGIVERS' FAMILY'S RELIGION (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	78%	86%	75%	81%	73%	83%	82%	71%
Strongly Agree	28%	38%	22%	23%	36%	40%	25%	25%
Agree	51%	48%	52%	58%	37%	43%	57%	46%
Undecided	18%	12%	22%	15%	24%	14%	16%	24%
DISAGREE (NET)	4%	3%	4%	4%	3%	3%	2%	6%
Disagree	3%	1%	3%	4%	-	-	2%	4%
Strongly Disagree	1%	1%	1%	-	3%	3%	-	1%
Average	4.0	4.2	3.9	4.0	4.0	4.2	4.1	3.9
Base	199	69	130	129	70	35	96	68



EXHIBIT 21. STAFF SHOWING RESPECT TO CAREGIVERS' FAMILY'S RELIGION (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
AGREE (NET)	78%	81%	74%	88%	85%	77%	53%	85%
Strongly Agree	28%	38%	33%	27%	27%	28%	5%	30%
Agree	51%	43%	41%	61%	58%	49%	47%	55%
Undecided	18%	14%	22%	9%	12%	19%	47%	10%
DISAGREE (NET)	4%	5%	4%	3%	4%	4%	-	5%
Disagree	3%	-	4%	3%	4%	2%	-	5%
Strongly Disagree	1%	5%	-	-	-	2%	-	-
Average	4.0	4.1	4.0	4.1	4.1	4.0	3.6	4.1
Base	199	21	27	33	26	53	19	20

EXHIBIT 21. STAFF SHOWING RESPECT TO CAREGIVERS' FAMILY'S RELIGION (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Developmental	Emotional	Excluded	Substance
AGREE (NET)	78%	80%	100%	79%	65%	100%
Strongly Agree	28%	23%	67%	32%	23%	50%
Agree	51%	56%	33%	47%	42%	50%
Undecided	18%	19%	-	15%	27%	-
DISAGREE (NET)	4%	1%	-	6%	8%	-
Disagree	3%	-	-	6%	4%	-
Strongly Disagree	1%	1%	-	-	4%	-
Average	4.0	4.0	4.7	4.1	3.8	4.5
Base	199	98	3	68	26	4

EXHIBIT 21. STAFF SHOWING RESPECT TO CAREGIVERS' FAMILY'S RELIGION (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	78%	71%	83%	79%	76%
Strongly Agree	28%	31%	28%	28%	26%
Agree	51%	40%	55%	51%	50%
Undecided	18%	24%	14%	19%	17%
DISAGREE (NET)	4%	5%	3%	2%	7%
Disagree	3%	2%	3%	1%	6%
Strongly Disagree	1%	4%	-	1%	2%
Average	4.0	3.9	4.1	4.0	3.9
Base	199	55	138	142	54



EXHIBIT 21. STAFF SHOWING RESPECT TO CAREGIVERS' FAMILY'S RELIGION (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
AGREE (NET)	78%	87%	67%	80%	72%	84%	76%	100%
Strongly Agree	28%	37%	33%	40%	14%	22%	33%	-
Agree	51%	50%	33%	40%	58%	63%	42%	100%
Undecided	18%	13%	33%	10%	26%	13%	19%	-
DISAGREE (NET)	4%	-	-	10%	2%	3%	5%	-
Disagree	3%	-	-	10%	-	3%	4%	-
Strongly Disagree	1%	-	-	-	2%	-	1%	-
Average	4.0	4.2	4.0	4.1	3.8	4.0	4.0	4.0
Base	199	30	3	10	43	32	78	3

Q13: Staff respected my family's religious/spiritual beliefs.

EXHIBIT 22. STAFF SHOWING RESPECT TO CAREGIVERS' FAMILY'S RELIGION (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	75%	76%	72%	81%	79%	66%
Strongly Agree	22%	16%	35%	31%	23%	18%
Agree	52%	60%	37%	50%	56%	48%
Undecided	22%	20%	26%	19%	19%	27%
DISAGREE (NET)	4%	5%	2%	-	3%	7%
Disagree	3%	5%	-	-	3%	5%
Strongly Disagree	1%	-	2%	-	-	2%
Average	3.9	3.9	4.0	4.1	4.0	3.8
Base	130	87	43	16	70	44

EXHIBIT 22. STAFF SHOWING RESPECT TO CAREGIVERS' FAMILY'S RELIGION (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	75%	79%	80%	86%	77%	69%	53%	80%
Strongly Agree	22%	29%	35%	29%	-	19%	7%	33%
Agree	52%	50%	45%	57%	77%	50%	47%	47%
Undecided	22%	21%	20%	10%	15%	25%	47%	13%
DISAGREE (NET)	4%	-	-	5%	8%	6%	-	7%
Disagree	3%	-	-	5%	8%	3%	-	7%
Strongly Disagree	1%	-	-	-	-	3%	-	-
Average	3.9	4.1	4.2	4.1	3.7	3.8	3.6	4.1
Base	130	14	20	21	13	32	15	15



EXHIBIT 22. STAFF SHOWING RESPECT TO CAREGIVERS' FAMILY'S RELIGION (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	75%	74%	100%	77%	67%	100%
Strongly Agree	22%	18%	50%	28%	13%	100%
Agree	52%	55%	50%	49%	53%	-
Undecided	22%	26%	-	15%	27%	-
DISAGREE (NET)	4%	-	-	9%	7%	-
Disagree	3%	-	-	9%	-	-
Strongly Disagree	1%	-	-	-	7%	-
Average	3.9	3.9	4.5	4.0	3.7	5.0
Base	130	65	2	47	15	1

EXHIBIT 22. STAFF SHOWING RESPECT TO CAREGIVERS' FAMILY'S RELIGION (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	75%	68%	78%	75%	74%
Strongly Agree	22%	29%	20%	21%	26%
Agree	52%	39%	58%	54%	49%
Undecided	22%	29%	17%	23%	19%
DISAGREE (NET)	4%	2%	5%	2%	7%
Disagree	3%	-	5%	1%	7%
Strongly Disagree	1%	2%	-	1%	-
Average	3.9	3.9	3.9	3.9	3.9
Base	130	41	86	87	43

EXHIBIT 22. STAFF SHOWING RESPECT TO CAREGIVERS' FAMILY'S RELIGION (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawa- ian	Other	Multiple	No Answer
AGREE (NET)	75%	90%	50%	89%	70%	75%	69%	100%
Strongly Agree	22%	40%	50%	44%	9%	8%	24%	-
Agree	52%	50%	-	44%	61%	67%	45%	100%
Undecided	22%	10%	50%	11%	30%	17%	24%	-
DISAGREE (NET)	4%	-	-	-	-	8%	8%	-
Disagree	3%	-	-	-	-	8%	6%	-
Strongly Disagree	1%	-	-	-	-	-	2%	-
Average	3.9	4.3	4.0	4.3	3.8	3.8	3.8	4.0
Base	130	20	2	9	33	12	51	3

Q13: Staff respected my family's religious/spiritual beliefs.

For staff explaining things understandably, only caregivers of multi ethnic children gave a significantly higher rating, whereas for the non-Quest sample, only caregivers of female children gave a significantly higher rating (Exhibits 23 and 24).



EXHIBIT 23. STAFF EXPLAINING THINGS UNDERSTANDABLE (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	92%	90%	93%	93%	90%	94%	94%	88%
Strongly Agree	36%	37%	36%	31%	47%	44%	35%	34%
Agree	56%	54%	57%	63%	43%	50%	59%	54%
Undecided	4%	6%	3%	3%	6%	3%	2%	7%
DISAGREE (NET)	4%	4%	4%	4%	4%	3%	4%	4%
Disagree	3%	1%	4%	3%	3%	-	4%	3%
Strongly Disagree	1%	3%	-	1%	1%	3%	-	1%
Average	4.2	4.2	4.3	4.2	4.3	4.3	4.3	4.2
Base	203	71	132	131	72	36	99	68

EXHIBIT 23. STAFF EXPLAINING THINGS UNDERSTANDABLE (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
AGREE (NET)	92%	90%	85%	91%	93%	98%	84%	95%
Strongly Agree	36%	48%	33%	39%	39%	35%	26%	35%
Agree	56%	43%	52%	52%	54%	64%	58%	60%
Undecided	4%	5%	7%	3%	4%	-	11%	5%
DISAGREE (NET)	4%	5%	7%	6%	4%	2%	5%	-
Disagree	3%	-	4%	6%	4%	2%	5%	-
Strongly Disagree	1%	5%	4%	-	-	-	-	-
Average	4.2	4.3	4.1	4.2	4.3	4.3	4.1	4.3
Base	203	21	27	33	28	55	19	20

EXHIBIT 23. STAFF EXPLAINING THINGS UNDERSTANDABLE (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Developmental	Emotional	Excluded	Substance
AGREE (NET)	92%	95%	100%	90%	85%	100%
Strongly Agree	36%	33%	67%	40%	33%	50%
Agree	56%	62%	33%	50%	52%	50%
Undecided	4%	2%	-	4%	11%	-
DISAGREE (NET)	4%	3%	-	6%	4%	-
Disagree	3%	2%	-	6%	-	-
Strongly Disagree	1%	1%	-	-	4%	-
Average	4.2	4.2	4.7	4.2	4.1	4.5
Base	203	99	3	70	27	4



EXHIBIT 23. STAFF EXPLAINING THINGS UNDERSTANDABLE (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	92%	88%	94%	92%	93%
Strongly Agree	36%	39%	35%	35%	40%
Agree	56%	48%	59%	57%	53%
Undecided	4%	5%	3%	3%	4%
DISAGREE (NET)	4%	7%	3%	4%	4%
Disagree	3%	4%	3%	3%	2%
Strongly Disagree	1%	4%	-	1%	2%
Average	4.2	4.2	4.3	4.2	4.3
Base	203	56	141	145	55

EXHIBIT 23. STAFF EXPLAINING THINGS UNDERSTANDABLE (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
AGREE (NET)	92%	87%	67%	80%	93%	91%	96%	100%
Strongly Agree	36%	45%	33%	60%	26%	24%	43%	-
Agree	56%	42%	33%	20%	67%	67%	54%	100%
Undecided	4%	10%	-	10%	2%	3%	3%	-
DISAGREE (NET)	4%	3%	33%	10%	5%	6%	1%	-
Disagree	3%	3%	33%	-	2%	6%	1%	-
Strongly Disagree	1%	-	-	10%	2%	-	-	-
Average	4.2	4.3	3.7	4.2	4.1	4.1	4.4	4.0
Base	203	31	3	10	43	33	80	3

Q14: Staff spoke with me in a way that I understood.

EXHIBIT 24. STAFF EXPLAINING THINGS UNDERSTANDABLE (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	93%	93%	93%	100%	92%	93%
Strongly Agree	36%	27%	55%	38%	38%	34%
Agree	57%	66%	39%	63%	54%	59%
Undecided	3%	2%	5%	-	3%	5%
DISAGREE (NET)	4%	5%	2%	-	6%	2%
Disagree	4%	5%	2%	-	6%	2%
Average	4.3	4.2	4.5	4.4	4.2	4.3
Base	132	88	44	16	72	44

EXHIBIT 24. STAFF EXPLAINING THINGS UNDERSTANDABLE (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	93%	93%	95%	90%	87%	97%	93%	93.3%
Strongly Agree	36%	50%	35%	48%	13%	34%	33%	40.0%
Agree	57%	43%	60%	43%	73%	63%	60%	53.3%
Undecided	3%	7%	5%	-	7%	-	-	7%
DISAGREE (NET)	4%	-	-	10%	7%	3%	7%	-
Disagree	4%	-	-	10%	7%	3%	7%	-
Average	4.3	4.4	4.3	4.3	3.9	4.3	4.2	4.3
Base	132	14	20	21	15	32	15	15



EXHIBIT 24. STAFF EXPLAINING THINGS UNDERSTANDABLE (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	93%	94%	100%	92%	93%	100%
Strongly Agree	36%	32%	50%	42%	33%	100%
Agree	57%	62%	50%	50%	60%	-
Undecided	3%	3%	-	2%	7%	-
DISAGREE (NET)	4%	3%	-	6%	-	-
Disagree	4%	3%	-	6%	-	-
Average	4.3	4.2	4.5	4.3	4.3	5.0
Base	132	66	2	48	15	1

EXHIBIT 24. STAFF EXPLAINING THINGS UNDERSTANDABLE (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	93%	90%	94%	92%	95%
Strongly Agree	36%	40%	33%	34%	41%
Agree	57%	50%	61%	58%	55%
Undecided	3%	5%	2%	3%	2%
DISAGREE (NET)	4%	5%	3%	5%	2%
Disagree	4%	5%	3%	5%	2%
Average	4.3	4.3	4.2	4.2	4.3
Base	132	42	87	88	44

EXHIBIT 24. STAFF EXPLAINING THINGS UNDERSTANDABLE (NON-QUEST SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
AGREE (NET)	92%	90%	50%	89%	97%	92%	94%	100%
Strongly Agree	36%	57%	50%	67%	24%	17%	37%	-
Agree	56%	33%	-	22%	73%	75%	58%	100%
Undecided	4%	5%	-	11%	-	-	4%	-
DISAGREE (NET)	4%	5%	50%	-	3%	8%	2%	-
Disagree	3%	5%	50%	-	3%	8%	2%	-
Strongly Disagree	1%		3.5	4.6	4.2	4.0	4.3	4.0
Average	4.2	4.4	2	9	33	12	52	3
Base	203	21	50%	89%	97%	92%	94%	100%

Q14: Staff spoke with me in a way that I understood.

For staff showing sensitivity to caregivers' cultural or ethnic background, significantly higher ratings were given by caregivers of children who were registered with Windward or Hawaii family guidance centers or who requested urgent care. For the non-Quest sample, caregivers of children who had behavioral problems were significantly more satisfied (Exhibits 25 and 26).



EXHIBIT 25. STAFF SHOWING SENSITIVITY TO CULTURE OR ETHNIC BACKGROUND (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	85%	89%	83%	87%	82%	92%	85%	81%
Strongly Agree	30%	36%	26%	27%	35%	39%	27%	28%
Agree	55%	53%	57%	60%	46%	53%	58%	52%
Undecided	12%	6%	16%	12%	13%	6%	13%	15%
DISAGREE (NET)	3%	6%	2%	2%	6%	3%	2%	4%
Disagree	3%	4%	2%	2%	4%	-	2%	4%
Strongly Disagree	1%	1%	-	-	1%	3%	-	-
Average	4.1	4.2	4.1	4.1	4.1	4.3	4.1	4.0
Base	199	70	129	128	71	36	96	67

EXHIBIT 25. STAFF SHOWING SENSITIVITY TO CULTURE OR ETHNIC BACKGROUND (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	85%	90%	81%	85%	92%	89%	74%	75%
Strongly Agree	30%	33%	38%	24%	38%	31%	11%	25%
Agree	55%	57%	42%	61%	54%	57%	63%	50%
Undecided	12%	5%	15%	12%	8%	9%	21%	20%
DISAGREE (NET)	3%	5%	4%	3%	-	2%	5%	5%
Disagree	3%	-	4%	3%	-	2%	5%	5%
Strongly Disagree	1%	5%	-	-	-	-	-	-
Average	4.1	4.1	4.2	4.1	4.3	4.2	3.8	4.0
Base	199	21	26	33	26	54	19	20

EXHIBIT 25. STAFF SHOWING SENSITIVITY TO CULTURE OR ETHNIC BACKGROUND (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	85%	91%	100%	77%	80%	100%
Strongly Agree	30%	31%	67%	28%	24%	50%
Agree	55%	60%	33%	49%	56%	50%
Undecided	12%	7%	-	19%	16%	-
DISAGREE (NET)	3%	2%	-	4%	4%	-
Disagree	3%	1%	-	4%	4%	-
Strongly Disagree	1%	1%	-	-	-	-
Average	4.1	4.2	4.7	4.0	4.0	4.5
Base	199	98	3	69	25	4



EXHIBIT 25. STAFF SHOWING SENSITIVITY TO CULTURE OR ETHNIC BACKGROUND (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	85%	80%	88%	88%	76%
Strongly Agree	30%	31%	30%	32%	24%
Agree	55%	48%	58%	56%	52%
Undecided	12%	19%	9.4%	11%	17%
DISAGREE (NET)	3%	2%	3%	1%	7%
Disagree	3%	-	3%	1%	6%
Strongly Disagree	1%	2%	-	-	2%
Average	4.1	4.1	4.2	4.2	3.9
Base	199	54	139	142	54

EXHIBIT 25. STAFF SHOWING SENSITIVITY TO CULTURE OR ETHNIC BACKGROUND (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
AGREE (NET)	85%	83%	67%	89%	81%	88%	86%	100%
Strongly Agree	30%	37%	33%	44%	21%	27%	32%	-
Agree	55%	47%	33%	44%	60%	61%	54%	100%
Undecided	12%	13%	33%	11%	17%	3%	13%	-
DISAGREE (NET)	3%	3%	-	-	2%	9%	1%	-
Disagree	3%	3%	-	-	-	9%	1%	-
Strongly Disagree	1%	-	-	-	2%	-	-	-
Average	4.1	4.2	4.0	4.3	4.0	4.1	4.2	4.0
Base	199	30	3	9	42	33	79	3

15: Staff were sensitive to my cultural/ethnic background.

EXHIBIT 26. STAFF SHOWING SENSITIVITY TO CULTURE OR ETHNIC BACKGROUND (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	83%	85%	79%	94%	83%	80%
Strongly Agree	26%	21%	37%	31%	26%	25%
Agree	57%	64%	42%	63%	57%	55%
Undecided	16%	14%	19%	6%	16%	18%
DISAGREE (NET)	2%	1%	2%	-	1%	2%
Disagree	2%	1%	2%	-	1%	2%
Average	4.1	4.0	4.1	4.3	4.1	4.0
Base	129	86	43	16	69	44

EXHIBIT 26. STAFF SHOWING SENSITIVITY TO CULTURE OR ETHNIC BACKGROUND (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	83%	93%	80%	86%	85%	87%	80%	67%
Strongly Agree	26%	36%	40%	24%	15%	26%	13%	27%
Agree	57%	57%	40%	62%	69%	61%	67%	40%
Undecided	16%	7%	20%	10%	15%	13%	20%	27%
DISAGREE (NET)	2%	-	-	5%	-	-	-	7%
Disagree	2%	-	-	5%	-	-	-	7%
Average	4.1	4.3	4.2	4.0	4.0	4.1	3.9	3.9
Base	129	14	20	21	13	31	15	15



EXHIBIT 26. STAFF SHOWING SENSITIVITY TO CULTURE OR ETHNIC BACKGROUND (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	83%	91%	100%	72%	79%	100%
Strongly Agree	26%	29%	50%	23%	14%	100%
Agree	57%	62%	50%	49%	64%	-
Undecided	16%	9%	-	23%	21%	-
DISAGREE (NET)	2%	-	-	4%	-	-
Disagree	2%	-	-	4%	-	-
Average	4.1	4.2	4.5	3.9	3.9	5.0
Base	129	65	2	47	14	1

EXHIBIT 26. STAFF SHOWING SENSITIVITY TO CULTURE OR ETHNIC BACKGROUND (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	83%	78%	85%	86%	77%
Strongly Agree	26%	32%	25%	28%	23%
Agree	57%	46%	60%	58%	53%
Undecided	16%	22%	13%	14%	19%
DISAGREE (NET)	2%	-	2%	-	5%
Disagree	2%	-	2%	-	5%
Average	4.1	4.1	4.1	4.1	4.0
Base	129	41	85	86	43

EXHIBIT 26. STAFF SHOWING SENSITIVITY TO CULTURE OR ETHNIC BACKGROUND (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawa-ian	Other	Multiple	No Answer
AGREE (NET)	83%	85%	50%	89%	81%	83%	82%	100%
Strongly Agree	26%	45%	50%	44%	19%	25%	22%	-
Agree	57%	40%	-	44%	63%	58%	61%	100%
Undecided	16%	15%	50%	11%	19%	8%	16%	-
DISAGREE (NET)	2%	-	-	-	-	8%	2%	-
Disagree	2%	-	-	-	-	8%	2%	-
Average	4.1	4.3	4.0	4.3	4.0	4.0	4.0	4.0
Base	129	20	2	9	32	12	51	3

15: Staff were sensitive to my cultural/ethnic background.



## OUTCOMES

The indicator for Outcomes was composed of six questions, including child better at handling daily life (Q16), child better at getting along with family members (Q17), child does better getting along with friends and other people (Q18), child doing better in school or work (Q19), child can better cope when things go wrong (Q20), and caregivers' satisfaction with their family life (Q21). Sixty-four percent of caregivers were satisfied with the outcomes (rate 3.5 or higher).

Child better handling daily life, better getting along with friends and other people, and doing better in school or work, were rated the highest at 3.7, followed by child getting along better with family members at 3.6. Child can better cope when things go wrong and caregivers' satisfaction with their family life each earned the lowest rating at 3.4.

Regarding whether the child was better at handling daily life, caregivers of children who did not have emergency services before or children who were of Other ethnicity felt that their children were significantly better in this aspect. For the non-Quest sample, caregivers of children with behavioral or emotional problems were significantly more satisfied with their children in handling daily life (Exhibits 27 and 28).

EXHIBIT 27. CHILD BETTER AT HANDLING DAILY LIFE (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	66%	73%	62%	66%	67%	75%	70%	56%
Strongly Agree	22%	28%	18%	18%	28%	31%	18%	22%
Agree	44%	45%	44%	47%	39%	44%	52%	34%
Undecided	21%	17%	23%	21%	21%	17%	17%	28%
DISAGREE (NET)	13%	10%	15%	14%	13%	8%	13%	16%
Disagree	8%	6%	9%	10%	4%	8%	7%	9%
Strongly Disagree	5%	4%	6%	4%	8%	-	6%	7%
Average	3.7	3.9	3.6	3.7	3.7	4.0	3.7	3.5
Base	203	71	132	131	72	36	99	68

EXHIBIT 27. CHILD BETTER AT HANDLING DAILY LIFE (TOTAL SAMPLE)							
	TOTAL	FAMILY GUIDANCE CENTER					
		Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
AGREE (NET)	66%	63%	64%	57%	71%	63%	65%
Strongly Agree	22%	30%	30%	21%	22%	11%	10%
Agree	44%	33%	33%	36%	49%	53%	55%
Undecided	21%	26%	33%	14%	20%	11%	25%
DISAGREE (NET)	13%	11%	3%	29%	9%	26%	10%
Disagree	8%	7%	3%	21%	5%	11%	-
Strongly Disagree	5%	4%	-	7%	4%	16%	10%
Average	3.7	3.8	3.9	3.4	3.8	3.3	3.6
Base	203	27	33	28	55	19	20



EXHIBIT 27. CHILD BETTER AT HANDLING DAILY LIFE (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	66%	68%	33%	69%	59%	50%
Strongly Agree	22%	19%	33%	26%	15%	50%
Agree	44%	48%	-	43%	44%	-
Undecided	21%	20%	-	21%	19%	50%
DISAGREE (NET)	13%	12%	67%	10%	22%	-
Disagree	8%	8%	67%	4%	11%	-
Strongly Disagree	5%	4%	-	6%	11%	-
Average	3.7	3.7	3.0	3.8	3.4	4.0
Base	203	99	3	70	27	4

EXHIBIT 27. CHILD BETTER AT HANDLING DAILY LIFE (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	66%	57%	71%	68%	60%
Strongly Agree	22%	18%	24%	24%	16%
Agree	44%	39%	47%	43%	44%
Undecided	21%	23%	19%	17%	31%
DISAGREE (NET)	13%	20%	10%	15%	9%
Disagree	8%	13%	6%	8%	7%
Strongly Disagree	5%	7%	4%	7%	2%
Average	3.7	3.5	3.8	3.7	3.7
Base	203	56	141	145	55

EXHIBIT 27. CHILD BETTER AT HANDLING DAILY LIFE (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
AGREE (NET)	66%	58%	33%	40%	58%	82%	73%	33%
Strongly Agree	22%	19%	-	10%	14%	27%	28%	-
Agree	44%	39%	33%	30%	44%	55%	45%	33%
Undecided	21%	26%	33%	40%	28%	12%	15%	33%
DISAGREE (NET)	13%	16%	33%	20%	14%	6%	13%	33%
Disagree	8%	6%	33%	20%	12%	3%	5%	33%
Strongly Disagree	5%	10%	-	-	2%	3%	8%	-
Average	3.7	3.5	3.0	3.3	3.6	4.0	3.8	3.0
Base	203	31	3	10	43	33	80	3

Q16: My child is better at handling daily life.



EXHIBIT 28. CHILD BETTER AT HANDLING DAILY LIFE (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	62%	59%	68%	69%	68%	50%
Strongly Agree	18%	13%	30%	31%	18%	14%
Agree	44%	47%	39%	38%	50%	36%
Undecided	23%	23%	23%	25%	15%	34%
DISAGREE (NET)	15%	18%	9%	6%	17%	16%
Disagree	9%	13%	2%	6%	10%	9%
Strongly Disagree	6%	6%	7%	-	7%	7%
Average	3.6	3.5	3.8	3.9	3.6	3.4
Base	132	88	44	16	72	44

EXHIBIT 28. CHILD BETTER AT HANDLING DAILY LIFE (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	62%	79%	60%	57%	40%	66%	73%	60%
Strongly Agree	18%	14%	30%	19%	13%	19%	13%	13%
Agree	44%	64%	30%	38%	27%	47%	60%	47%
Undecided	23%	7%	30%	38%	20%	22%	7%	27%
DISAGREE (NET)	15%	14%	10%	5%	40%	13%	20%	13%
Disagree	9%	7%	5%	5%	33%	6%	13%	-
Strongly Disagree	6%	7%	5%	-	7%	6%	7%	13%
Average	3.6	3.7	3.8	3.7	3.1	3.7	3.6	3.5
Base	132	14	20	21	15	32	15	15

EXHIBIT 28. CHILD BETTER AT HANDLING DAILY LIFE (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	62%	58%	-	71%	60%	100%
Strongly Agree	18%	15%	-	21%	20%	100%
Agree	44%	42%	-	50%	40%	-
Undecided	23%	27%	-	19%	20%	-
DISAGREE (NET)	15%	15%	100%	10%	20%	-
Disagree	9%	9%	100%	6%	7%	-
Strongly Disagree	6%	6%	-	4%	13%	-
Average	3.6	3.5	2.0	3.8	3.5	5.0
Base	132	66	2	48	15	1



EXHIBIT 28. CHILD BETTER AT HANDLING DAILY LIFE (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	62%	60%	64%	63%	61%
Strongly Agree	18%	19%	18%	19%	16%
Agree	44%	40%	46%	43%	45%
Undecided	23%	21%	23%	18%	32%
DISAGREE (NET)	15%	19%	13%	19%	7%
Disagree	9%	12%	8%	11%	5%
Strongly Disagree	6%	7%	5%	8%	2%
Average	3.6	3.5	3.7	3.5	3.7
Base	132	42	87	88	44

EXHIBIT 28. CHILD BETTER AT HANDLING DAILY LIFE (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawa- ian	Other	Multiple	No Answer
AGREE (NET)	62%	57%	50%	44%	58%	67%	71%	33%
Strongly Agree	18%	24%	-	11%	12%	17%	23%	-
Agree	44%	33%	50%	33%	45%	50%	48%	33%
Undecided	23%	29%	50%	44%	30%	17%	12%	33%
DISAGREE (NET)	15%	14%	-	11%	12%	17%	17%	33%
Disagree	9%	10%	-	11%	9%	8%	8%	33%
Strongly Disagree	6%	5%	-	-	3%	8%	10%	-
Average	3.6	3.6	3.5	3.4	3.5	3.6	3.7	3.0
Base	132	21	2	9	33	12	52	3

Q16: My child is better at handling daily life.

Regarding whether the child was better at getting along with family members, caregivers of children who were registered with the Leeward family guidance center, who did not receive emergency services, or whose ethnicity was Other, all felt that their children were doing better. For the non-Quest sample, there were no significant differences in the rating across different segments (Exhibits 29 and 30).

EXHIBIT 29. CHILD BETTER AT GETTING ALONG WITH FAMILY (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non- Quest	Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	67%	75%	64%	67%	68%	64%	68%	69%
Strongly Agree	17%	21%	14%	17%	17%	31%	12%	16%
Agree	51%	54%	49%	50%	51%	33%	56%	53%
Undecided	18%	15%	20%	20%	15%	25%	15%	19%
DISAGREE (NET)	14%	10%	17%	13%	17%	11%	17%	12%
Disagree	8%	3%	11%	10%	6%	8%	11%	4%
Strongly Disagree	6%	7%	5%	3%	11%	3%	6%	7%
Average	3.6	3.8	3.6	3.7	3.6	3.8	3.6	3.7
Base	203	71	132	131	72	36	99	68



EXHIBIT 29. CHILD BETTER AT GETTING ALONG WITH FAMILY (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	67%	71%	63%	73%	68%	71%	63%	55%
Strongly Agree	17%	24%	22%	21%	14%	15%	16%	5%
Agree	51%	48%	41%	52%	54%	56%	47%	50%
Undecided	18%	19%	19%	24%	14%	16%	16%	20%
DISAGREE (NET)	14%	10%	19%	3%	18%	13%	21%	25%
Disagree	8%	5%	15%	3%	11%	9%	11%	5%
Strongly Disagree	6%	5%	4%	-	7%	4%	11%	20%
Average	3.6	3.8	3.6	3.9	3.6	3.7	3.5	3.2
Base	203	21	27	33	28	55	19	20

EXHIBIT 29. CHILD BETTER AT GETTING ALONG WITH FAMILY (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	67%	69%	67%	66%	63%	100%
Strongly Agree	17%	18%	33%	16%	7%	50%
Agree	51%	51%	33%	50%	56%	50%
Undecided	18%	21%	33%	16%	15%	-
DISAGREE (NET)	14%	10%	-	19%	22%	-
Disagree	8%	8%	-	7%	15%	-
Strongly Disagree	6%	2%	-	11%	7%	-
Average	3.6	3.7	4.0	3.5	3.4	4.5
Base	203	99	3	70	27	4

EXHIBIT 29. CHILD BETTER AT GETTING ALONG WITH FAMILY (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	67%	55%	73%	68%	64%
Strongly Agree	17%	13%	19%	18%	15%
Agree	51%	43%	54%	50%	49%
Undecided	18%	27%	15%	17%	22%
DISAGREE (NET)	14%	18%	12%	14%	15%
Disagree	8%	5%	9%	8%	11%
Strongly Disagree	6%	13%	3%	7%	4%
Average	3.6	3.4	3.8	3.6	3.6
Base	203	56	141	145	55



EXHIBIT 29. CHILD BETTER AT GETTING ALONG WITH FAMILY (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
AGREE (NET)	67%	65%	33%	70%	63%	79%	66%	100%
Strongly Agree	17%	13%	-	20%	9%	21%	21%	--
Agree	51%	52%	33%	50%	53%	58%	45%	100%
Undecided	18%	19%	33%	10%	26%	12%	18%	-
DISAGREE (NET)	14%	16%	33%	20%	12%	9%	16%	-
Disagree	8%	3%	-	20%	12%	6%	9%	-
Strongly Disagree	6%	13%	33%	-	-	3%	8%	-
Average	3.6	3.5	2.7	3.7	3.6	3.9	3.6	4.0
Base	203	31	3	10	43	33	80	3

Q17: My child gets along better with family members.

EXHIBIT 30. CHILD BETTER AT GETTING ALONG WITH FAMILY (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	64%	60%	70%	63%	65%	61%
Strongly Agree	14%	13%	18%	31%	14%	9%
Agree	49%	48%	52%	31%	51%	52%
Undecided	20%	20%	18%	25%	14%	27%
DISAGREE (NET)	17%	19%	11%	13%	21%	11%
Disagree	11%	15%	5%	13%	14%	7%
Strongly Disagree	5%	5%	7%	-	7%	5%
Average	3.6	3.5	3.7	3.8	3.5	3.5
Base	132	88	44	16	72	44

EXHIBIT 30. CHILD BETTER AT GETTING ALONG WITH FAMILY (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	64%	71%	55%	67%	67%	66%	73%	47%
Strongly Agree	14%	21%	20%	10%	13%	13%	20%	7%
Agree	49%	50%	35%	57%	53%	53%	53%	40%
Undecided	20%	21%	25%	29%	7%	16%	13%	27%
DISAGREE (NET)	17%	7%	20%	5%	27%	19%	13%	27%
Disagree	11%	-	15%	5%	20%	16%	13%	7%
Strongly Disagree	5%	7%	5%	-	7%	3%	-	20%
Average	3.6	3.8	3.5	3.7	3.5	3.6	3.8	3.1
Base	132	14	20	21	15	32	15	15



EXHIBIT 30. CHILD BETTER AT GETTING ALONG WITH FAMILY (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	64%	62%	50%	65%	67%	100%
Strongly Agree	14%	15%	-	13%	13%	100%
Agree	49%	47%	50%	52%	53%	-
Undecided	20%	23%	50%	17%	13%	-
DISAGREE (NET)	17%	15%	-	19%	20%	-
Disagree	11%	12%	-	8%	20%	-
Strongly Disagree	5%	3%	-	10%	-	-
Average	3.6	3.6	3.5	3.5	3.6	5.0
Base	132	66	2	48	15	1

EXHIBIT 30. CHILD BETTER AT GETTING ALONG WITH FAMILY (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	64%	57%	67%	63%	66%
Strongly Agree	14%	12%	16%	15%	14%
Agree	49%	45%	51%	48%	52%
Undecided	20%	26%	17%	20%	18%
DISAGREE (NET)	17%	17%	16%	17%	16%
Disagree	11%	5%	14%	10%	14%
Strongly Disagree	5%	12%	2%	7%	2%
Average	3.6	3.4	3.6	3.5	3.6
Base	132	42	87	88	44

EXHIBIT 30. CHILD BETTER AT GETTING ALONG WITH FAMILY (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawa- ian	Other	Multiple	No Answer
AGREE (NET)	64%	67%	50%	67%	64%	58%	62%	100%
Strongly Agree	14%	14%	-	22%	9.1%	8.3%	19%	-
Agree	49%	52%	50%	44%	55%	50%	42%	100%
Undecided	20%	19%	50%	11%	21%	25%	19%	-
DISAGREE (NET)	17%	14%	-	22%	15%	17%	19%	-
Disagree	11%	4.8%	-	22%	15%	8.3%	12%	-
Strongly Disagree	5%	10%	-	-	-	8%	8%	-
Average	3.6	3.6	3.5	3.7	3.6	3.4	3.5	4.0
Base	132	21	2	9	33	12	52	3

Q17: My child gets along better with family members.

Regarding whether the child was better at getting along with friends and other people, for children with behavioral problems or those who were of Other ethnicity, their caregivers were significantly more satisfied. For the non-Quest sample, caregivers of children who were registered with the Leeward family guidance center or who had emotional problems felt that children were getting better with friends and other people (Exhibit 31 and 32).



EXHIBIT 31. CHILD BETTER AT GETTING ALONG WITH FRIEND AND OTHERS (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	65%	73%	61%	63%	70%	64%	64%	68%
Strongly Agree	14%	21%	11%	12%	18%	19%	10%	18%
Agree	51%	52%	50%	50%	52%	44%	54%	50%
Undecided	24%	17%	28%	29%	15%	22%	29%	19%
DISAGREE (NET)	10%	10%	11%	8%	14%	14%	7%	13%
Disagree	9%	7%	10%	8%	11%	14%	6%	10%
Strongly Disagree	1%	3%	1%	1%	3%	-	1%	3%
Average	3.7	3.8	3.6	3.7	3.7	3.7	3.7	3.7
Base	202	71	131	131	71	36	98	68

EXHIBIT 31. CHILD BETTER AT GETTING ALONG WITH FRIEND AND OTHERS (TOTAL SAMPLE)								
Q18	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	65%	71%	67%	72%	54%	65%	68%	60.0%
Strongly Agree	14%	24%	19%	19%	18%	11%	5%	5%
Agree	51%	48%	48%	53%	36%	55%	63%	55%
Undecided	24%	24%	22%	25%	25%	27%	16%	25%
DISAGREE (NET)	10%	5%	11%	3%	21%	7%	16%	15%
Disagree	9%	-	11%	3%	18%	7%	11%	15%
Strongly Disagree	1%	5%	-	-	4%	-	5%	-
Average	3.7	3.9	3.7	3.9	3.5	3.7	3.5	3.5
Base	202	21	27	32	28	55	19	20

EXHIBIT 31. CHILD BETTER AT GETTING ALONG WITH FRIEND AND OTHERS (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	65%	67%	33%	66%	56%	100%
Strongly Agree	14%	15%	33%	13%	7%	50%
Agree	51%	52%	-	53%	48%	50%
Undecided	24%	28%	33%	26%	11%	-
DISAGREE (NET)	10%	5%	33%	9%	33%	-
Disagree	9%	4%	33%	6%	33%	-
Strongly Disagree	1%	1%	-	3%	-	-
Average	3.7	3.8	3.3	3.7	3.3	4.5
Base	202	98	3	70	27	4



EXHIBIT 31. CHILD BETTER AT GETTING ALONG WITH FRIEND AND OTHERS (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	65%	55%	71%	63%	70%
Strongly Agree	14%	15%	15%	17%	9%
Agree	51%	40%	56%	46%	61%
Undecided	24%	35%	20%	27%	19%
DISAGREE (NET)	10%	11%	9%	10%	11%
Disagree	9%	9%	8%	8%	11%
Strongly Disagree	1%	2%	1%	2%	-
Average	3.7	3.6	3.8	3.7	3.7
Base	202	55	141	145	54

EXHIBIT 31. CHILD BETTER AT GETTING ALONG WITH FRIEND AND OTHERS (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
AGREE (NET)	65%	58%	33%	80%	62%	76%	66%	33%
Strongly Agree	14%	13%	-	20%	10%	18%	16%	-
Agree	51%	45%	33%	60%	52%	58%	50%	33%
Undecided	24%	32%	33%	20%	19%	21%	25%	33%
DISAGREE (NET)	10%	10%	33%	-	19%	3%	9%	33%
Disagree	9%	6%	33%	-	19%	3%	6%	33%
Strongly Disagree	1%	3%	-	-	-	-	3%	-
Average	3.7	3.6	3.0	4.0	3.5	3.9	3.7	3.0
Base	202	31	3	10	42	33	80	3

Q18: My child gets along better with friends and other people.

EXHIBIT 32. CHILD BETTER AT GETTING ALONG WITH FRIENDS AND OTHERS (NON-QUEST SAMPLE)						
Q18	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	61%	56%	72%	63%	62%	59%
Strongly Agree	11%	7%	19%	25%	10%	7%
Agree	50%	49%	53%	38%	52%	52%
Undecided	28%	34%	16%	25%	30%	27%
DISAGREE (NET)	11%	10%	12%	13%	8%	14%
Disagree	10%	9%	12%	13%	8%	11%
Strongly Disagree	1%	1%	-	-	-	2%
Average	3.6	3.5	3.8	3.8	3.6	3.5
Base	131	88	43	16	71	44



EXHIBIT 32. CHILD BETTER AT GETTING ALONG WITH FRIENDS AND OTHERS (NON-QUEST SAMPLE)								
Q18	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	61%	64%	60%	70%	40%	63%	73%	53%
Strongly Agree	11%	21%	20%	5%	7%	9%	7%	7%
Agree	50%	43%	40%	65%	33%	53%	67%	47%
Undecided	28%	29%	30%	30%	33%	28%	20%	27%
DISAGREE (NET)	11%	7%	10%	-	27%	9%	7%	20%
Disagree	10%	-	10%	-	27%	9%	7%	20%
Strongly Disagree	1%	7%	-	-	-	-	-	-
Average	3.6	3.7	3.7	3.8	3.2	3.6	3.7	3.4
Base	131	14	20	20	15	32	15	15

EXHIBIT 32. CHILD BETTER AT GETTING ALONG WITH FRIENDS AND OTHERS (NON-QUEST SAMPLE)						
Q18	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	61%	62%	-	63%	60%	100%
Strongly Agree	11%	11%	-	8%	13%	100%
Agree	50%	51%	-	54%	47%	-
Undecided	28%	31%	50%	29%	13%	-
DISAGREE (NET)	11%	8%	50%	8%	27%	-
Disagree	10%	6%	50%	8%	27%	-
Strongly Disagree	1%	2%	-	-	-	-
Average	3.6	3.6	2.5	3.6	3.5	5.0
Base	131	65	2	48	15	1

EXHIBIT 32. CHILD BETTER AT GETTING ALONG WITH FRIENDS AND OTHERS (NON-QUEST SAMPLE)					
Q18	Total	GENDER		CHILD'S AGE	
		Yes	No	Yes	No
AGREE (NET)	61%	54%	66%	56%	72%
Strongly Agree	11%	15%	9.2%	11%	9.3%
Agree	50%	39%	56%	44%	63%
Undecided	28%	34%	25%	33%	19%
DISAGREE (NET)	11%	12%	9%	11%	9%
Disagree	10%	12%	8%	10%	9%
Strongly Disagree	1%	-	1%	1%	-
Average	3.6	3.6	3.6	3.5	3.7
Base	131	41	87	88	43



EXHIBIT 32. CHILD BETTER AT GETTING ALONG WITH FRIENDS AND OTHERS (NON-QUEST SAMPLE)								
Q18	Total	ETHNICITY						
		White	Black	Asian	Hawa- ian	Other	Multiple	No Answer
AGREE (NET)	61%	62%	50%	78%	66%	50%	60%	33%
Strongly Agree	11%	14%	-	22%	6.3%	8.3%	12%	-
Agree	50%	48%	50%	56%	59%	42%	48%	33%
Undecided	28%	33%	50%	22%	16%	50%	29%	33%
DISAGREE (NET)	11%	5%	-	-	19%	-	12%	33%
Disagree	10%	5%	-	-	19%	-	10%	33%
Strongly Disagree	1%	-	-	-	-	-	2%	-
Average	3.6	3.7	3.5	4.0	3.5	3.6	3.6	3.0
Base	131	21	2	9	32	12	52	3

Q18: My child gets along better with friends and other people.

In terms of the child's performance in school or work, significantly more caregivers of younger children (12 or younger), who were registered with the Honolulu family guidance center, or who did not have emergency services, felt their children were doing better in school or work. For the non-Quest sample, significantly more caregivers of children who were 12 or younger or who were registered with Honolulu or Hawaii family guidance centers felt their children were doing better in school or work (Exhibits 33 and 34).

EXHIBIT 33. CHILD BETTER IN SCHOOL/WORK (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	68%	73%	66%	65%	73%	75%	67%	66%
Strongly Agree	24%	26%	24%	18%	35%	39%	22%	21%
Agree	44%	47%	42%	47%	38%	36%	45%	46%
Undecided	18%	17%	18%	22%	10%	22%	14%	21%
DISAGREE (NET)	14%	10%	16%	12%	17%	3%	19%	13%
Disagree	8%	7%	8%	8%	8%	3%	10%	7%
Strongly Disagree	6%	3%	8%	5%	8%	-	8%	6%
Average	3.7	3.9	3.7	3.7	3.8	4.1	3.6	3.7
Base	201	70	131	130	71	36	97	68

EXHIBIT 33. CHILD BETTER IN SCHOOL/WORK (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono- lulu	Leeward	Wind- ward	Hawaii	Maui	Kauai
AGREE (NET)	68%	71%	78%	72%	63%	71%	53%	60%
Strongly Agree	24%	29%	30%	22%	33%	27%	5%	15%
Agree	44%	43%	48%	50%	30%	44%	47%	45%
Undecided	18%	14%	15%	22%	11%	18%	32%	15%
DISAGREE (NET)	14%	14%	7%	6%	26%	11%	16%	25%
Disagree	8%	14%	4%	-	19%	7%	5%	10%
Strongly Disagree	6%	-	4%	6%	7%	4%	11%	15%
Average	3.7	3.9	4.0	3.8	3.6	3.8	3.3	3.4
Base	201	21	27	32	27	55	19	20



EXHIBIT 33. CHILD BETTER IN SCHOOL/WORK (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	68%	67%	33%	70%	67%	100%
Strongly Agree	24%	24%	33%	26%	19%	50%
Agree	44%	43%	-	44%	48%	50%
Undecided	18%	21%	33%	14%	19%	-
DISAGREE (NET)	14%	12%	33%	16%	15%	-
Disagree	8%	8%	33%	6%	11%	-
Strongly Disagree	6%	4%	-	10%	4%	-
Average	3.7	3.7	3.3	3.7	3.7	4.5
Base	201	97	3	70	27	4

EXHIBIT 33. CHILD BETTER IN SCHOOL/WORK (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	68%	60%	72%	71%	61%
Strongly Agree	24%	18%	28%	24%	28%
Agree	44%	42%	44%	47%	33%
Undecided	18%	20%	16%	17%	19%
DISAGREE (NET)	14%	20%	11%	12%	20%
Disagree	8%	11%	6%	6%	13%
Strongly Disagree	6%	9%	5%	6%	7%
Average	3.7	3.5	3.8	3.8	3.6
Base	201	55	140	144	54

EXHIBIT 33. CHILD BETTER IN SCHOOL/WORK (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
AGREE (NET)	68%	58%	67%	80%	66%	79%	69%	33%
Strongly Agree	24%	23%	-	10%	17%	27%	31%	-
Agree	44%	35%	67%	70%	49%	52%	38%	33%
Undecided	18%	19%	-	20%	22%	18%	15%	33%
DISAGREE (NET)	14%	23%	33%	-	12%	3%	16%	33%
Disagree	8%	13%	33%	-	10%	-	8%	33%
Strongly Disagree	6%	10%	-	-	2%	3%	9%	-
Average	3.7	3.5	3.3	3.9	3.7	4.0	3.8	3.0
Base	201	31	3	10	41	33	80	3

Q19: My child is doing better in school and/or work.



EXHIBIT 34. CHILD BETTER IN SCHOOL/WORK (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	66%	61%	74%	75%	66%	61%
Strongly Agree	24%	15%	42%	44%	23%	18%
Agree	42%	47%	33%	31%	44%	43%
Undecided	18%	22%	12%	25%	14%	23%
DISAGREE (NET)	16%	17%	14%	-	20%	16%
Disagree	8%	10%	5%	-	10%	9%
Strongly Disagree	8%	7%	9%	-	10%	7%
Average	3.7	3.5	3.9	4.2	3.6	3.6
Base	131	88	43	16	71	44

EXHIBIT 34. CHILD BETTER IN SCHOOL/WORK (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	66%	64%	80%	70%	53%	69%	67%	47%
Strongly Agree	24%	29%	30%	20%	27%	31%	7%	13%
Agree	42%	36%	50%	50%	27%	38%	60%	33%
Undecided	18%	21%	10%	20%	13%	22%	20%	20%
DISAGREE (NET)	16%	14%	10%	10%	33%	9%	13%	33%
Disagree	8%	14%	5%	-	27%	3%	7%	13%
Strongly Disagree	8%	-	5%	10%	7%	6%	7%	20%
Average	3.7	3.8	4.0	3.7	3.4	3.8	3.5	3.1
Base	131	14	20	20	15	32	15	15

EXHIBIT 34. CHILD BETTER IN SCHOOL/WORK (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	66%	65%	-	71%	60%	100%
Strongly Agree	24%	22%	-	25%	27%	100%
Agree	42%	43%	-	46%	33%	-
Undecided	18%	22%	50%	13%	20%	-
DISAGREE (NET)	16%	14%	50%	17%	20%	-
Disagree	8%	8%	50%	6%	13%	-
Strongly Disagree	8%	6%	-	10%	7%	-
Average	3.7	3.7	2.5	3.7	3.6	5.0
Base	131	65	2	48	15	1



EXHIBIT 34. CHILD BETTER IN SCHOOL/WORK (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	66%	61%	68%	68%	60%
Strongly Agree	24%	20%	26%	22%	28%
Agree	42%	41%	41%	47%	33%
Undecided	18%	20%	18%	17%	21%
DISAGREE (NET)	16%	20%	14%	15%	19%
Disagree	8%	10%	7%	8%	9%
Strongly Disagree	8%	10%	7%	7%	9%
Average	3.7	3.5	3.7	3.7	3.6
Base	131	41	87	88	43

EXHIBIT 34. CHILD BETTER IN SCHOOL/WORK (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawa- ian	Other	Multiple	No Answer
AGREE (NET)	66%	62%	100%	78%	72%	75%	60%	33%
Strongly Agree	24%	29%	-	11%	19%	17%	31%	-
Agree	42%	33%	100%	67%	53%	58%	29%	33%
Undecided	18%	19%	-	22%	16%	17%	19%	33%
DISAGREE (NET)	16%	19%	-	-	13%	8%	21%	33%
Disagree	8%	10%	-	-	9%	-	10%	33%
Strongly Disagree	8%	10%	-	-	3%	8%	12%	-
Average	3.7	3.6	4.0	3.9	3.8	3.8	3.6	3.0
Base	131	21	2	9	32	12	52	3

Q19: My child is doing better in school and/or work.

In terms of the child's ability to cope when things go wrong, only caregivers of children who were Other ethnicity give significantly higher rating. For the non-Quest sample, there were no significant differences in ratings across different segments (Exhibits 35 and 36).

EXHIBIT 35. CHILD ABLE TO COPE (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non- Quest	Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	56%	59%	55%	56%	56%	51%	60%	53%
Strongly Agree	12%	15%	10%	10%	15%	9%	13%	12%
Agree	44%	44%	45%	46%	41%	43%	47%	41%
Undecided	25%	20%	28%	28%	21%	29%	21%	29%
DISAGREE (NET)	18%	21%	17%	16%	23%	20%	18%	18%
Disagree	13%	15%	12%	14%	13%	17%	14%	10%
Strongly Disagree	5%	6%	5%	2%	10%	3%	4%	7%
Average	3.4	3.5	3.4	3.5	3.4	3.4	3.5	3.4
Base	201	71	130	130	71	35	98	68



EXHIBIT 35. CHILD ABLE TO COPE (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	56%	57%	52%	56%	54%	64%	47%	53%
Strongly Agree	12%	14%	15%	9%	14%	13%	11%	5%
Agree	44%	43%	37%	47%	39%	51%	37%	47%
Undecided	25%	19%	30%	31%	25%	22%	32%	21%
DISAGREE (NET)	18%	24%	19%	13%	21%	15%	21%	26%
Disagree	13%	19%	15%	9%	18%	11%	11%	16%
Strongly Disagree	5%	5%	4%	3%	4%	4%	11%	11%
Average	3.4	3.4	3.4	3.5	3.4	3.6	3.3	3.2
Base	201	21	27	32	28	55	19	19

EXHIBIT 35. CHILD ABLE TO COPE (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	56%	58%	33%	54%	54%	75%
Strongly Agree	12%	12%	33%	11%	4%	50%
Agree	44%	46%	-	43%	50%	25%
Undecided	25%	28%	33%	29%	12%	-
DISAGREE (NET)	18%	14%	33%	17%	35%	25%
Disagree	13%	11%	33%	10%	27%	25%
Strongly Disagree	5%	3%	-	7%	8%	-
Average	3.4	3.5	3.3	3.4	3.2	4.0
Base	201	98	3	70	26	4

EXHIBIT 35. CHILD ABLE TO COPE (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	56%	49%	60%	58%	50%
Strongly Agree	12%	11%	13%	13%	11%
Agree	44%	38%	47%	46%	39%
Undecided	25%	27%	24%	24%	28%
DISAGREE (NET)	18%	24%	16%	17%	22%
Disagree	13%	16%	12%	13%	15%
Strongly Disagree	5%	7%	4%	4%	7%
Average	3.4	3.3	3.5	3.5	3.3
Base	201	55	140	144	54



EXHIBIT 35. CHILD ABLE TO COPE (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
AGREE (NET)	56%	58%	67%	30%	50%	67%	58%	33%
Strongly Agree	12%	16%	-	-	10%	15%	13%	-
Agree	44%	42%	67%	30%	40%	52%	46%	33%
Undecided	25%	19%	-	50%	29%	27%	23%	33%
DISAGREE (NET)	18%	23%	33%	20%	21%	6%	19%	33%
Disagree	13%	16%	33%	10%	19%	3%	13%	33%
Strongly Disagree	5%	6%	-	10%	2%	3%	6%	-
Average	3.4	3.5	3.3	3.0	3.4	3.7	3.5	3.0
Base	201	31	3	10	42	33	79	3

Q20: My child is better able to cope when things go wrong.

EXHIBIT 36. CHILD ABLE TO COPE (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	55%	52%	60%	53%	61%	45%
Strongly Agree	10%	6.9%	16%	7%	14%	5%
Agree	45%	45%	44%	47%	46%	41%
Undecided	28%	30%	26%	40%	20%	39%
DISAGREE (NET)	17%	18%	14%	7%	20%	16%
Disagree	12%	15%	7%	7%	15%	9%
Strongly Disagree	5%	3%	7%	-	4%	7%
Average	3.4	3.4	3.6	3.5	3.5	3.3
Base	130	87	43	15	71	44

EXHIBIT 36. CHILD ABLE TO COPE (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	55%	64%	55%	55%	40%	59%	53%	50.0%
Strongly Agree	10%	7%	15%	5%	7%	13%	13%	7%
Agree	45%	57%	40%	50%	33%	47%	40%	43%
Undecided	28%	21%	30%	35%	33%	25%	33%	21%
DISAGREE (NET)	17%	14%	15%	10%	27%	16%	13%	29%
Disagree	12%	14%	10%	5%	27%	9%	13%	14.3%
Strongly Disagree	5%	-	5%	5%	-	6%	-	14%
Average	3.4	3.6	3.5	3.5	3.2	3.5	3.5	3.1
Base	130	14	20	20	15	32	15	14



EXHIBIT 36. CHILD ABLE TO COPE (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	55%	52%	-	58%	57%	100%
Strongly Agree	10%	9%	-	10%	7%	100%
Agree	45%	43%	-	48%	50%	-
Undecided	28%	32%	50%	27%	14%	-
DISAGREE (NET)	17%	15%	50%	15%	29%	-
Disagree	12%	12%	50%	8%	21%	-
Strongly Disagree	5%	3%	-	6%	7%	-
Average	3.4	3.4	2.5	3.5	3.3	5.0
Base	130	65	2	48	14	1

EXHIBIT 36. CHILD ABLE TO COPE (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	55%	56%	55%	56%	51%
Strongly Agree	10%	10%	10%	9%	12%
Agree	45%	46%	44%	47%	40%
Undecided	28%	27%	29%	26%	33%
DISAGREE (NET)	17%	17%	16%	17%	16%
Disagree	12%	12%	12%	14%	9%
Strongly Disagree	5%	5%	5%	3%	7%
Average	3.4	3.4	3.4	3.4	3.4
Base	130	41	86	87	43

EXHIBIT 36. CHILD ABLE TO COPE (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
AGREE (NET)	55%	62%	100%	33%	53%	67%	53%	33%
Strongly Agree	10%	19%	-	-	13%	-	9.8%	-
Agree	45%	43%	100%	33%	41%	67%	43%	33%
Undecided	28%	24%	-	56%	28%	25%	27%	33%
DISAGREE (NET)	17%	14%	-	11%	19%	8%	20%	33%
Disagree	12%	14%	-	-	19%	-	12%	33%
Strongly Disagree	5%	-	-	11%	-	8%	8%	-
Average	3.4	3.7	4.0	3.1	3.5	3.5	3.4	3.0
Base	130	21	2	9	32	12	51	3

Q20: My child is better able to cope when things go wrong.



When asking whether the caregivers were satisfied with their current family life, caregivers of Hawaiian or Other ethnicity children were significantly more satisfied. For the non-Quest sample, there were no significant differences across different segments (Exhibits 37 and 38).

EXHIBIT 37. SATISFIED WITH FAMILY LIFE (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	56%	61%	53%	61%	46%	60%	59%	48%
Strongly Agree	13%	16%	11%	13%	13%	17%	10%	14%
Agree	43%	45%	42%	48%	33%	43%	49%	35%
Undecided	21%	25%	20%	18%	28%	20%	18%	27%
DISAGREE (NET)	23%	14%	27%	21%	26%	20%	23%	24%
Disagree	15%	10%	18%	14%	17%	14%	14%	18%
Strongly Disagree	8%	4%	9%	7%	9%	6%	9%	6%
Average	3.4	3.6	3.3	3.5	3.2	3.5	3.4	3.3
Base	197	69	128	128	69	35	96	66

EXHIBIT 37. SATISFIED WITH FAMILY LIFE (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
AGREE (NET)	56%	65%	52%	50%	64%	60%	42%	50%
Strongly Agree	13%	15%	19%	17%	14%	9%	11%	5%
Agree	43%	50%	33%	33%	50%	51%	32%	45%
Undecided	21%	15%	30%	30%	18%	17%	26%	15%
DISAGREE (NET)	23%	20%	19%	20%	18%	23%	32%	35%
Disagree	15%	15%	19%	10%	7%	17%	21%	20%
Strongly Disagree	8%	5%	-	10%	11%	6%	11%	15%
Average	3.4	3.6	3.5	3.4	3.5	3.4	3.1	3.1
Base	197	20	27	30	28	53	19	20

EXHIBIT 37. SATISFIED WITH FAMILY LIFE (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Developmental	Emotional	Excluded	Substance
AGREE (NET)	56%	56%	67%	55%	52%	75%
Strongly Agree	13%	10%	33%	15%	7%	50%
Agree	43%	46%	33%	40%	44%	25%
Undecided	21%	23%	-	18%	26%	25%
DISAGREE (NET)	23%	21%	33%	27%	22%	-
Disagree	15%	13%	33%	18%	19%	-
Strongly Disagree	8%	8%	-	9%	4%	-
Average	3.4	3.4	3.7	3.3	3.3	4.3
Base	197	96	3	67	27	4



EXHIBIT 37. SATISFIED WITH FAMILY LIFE (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	56%	51%	60%	60%	46%
Strongly Agree	13%	13%	13%	13%	13%
Agree	43%	38%	46%	47%	33%
Undecided	21%	15%	22%	17%	33%
DISAGREE (NET)	23%	35%	18%	23%	21%
Disagree	15%	24%	12%	14%	17%
Strongly Disagree	8%	11%	7%	9%	4%
Average	3.4	3.2	3.5	3.4	3.3
Base	197	55	136	142	52

EXHIBIT 37. SATISFIED WITH FAMILY LIFE (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
AGREE (NET)	56%	45%	-	30%	60%	74%	55%	100%
Strongly Agree	13%	13%	-	10%	10%	23%	12%	-
Agree	43%	32%	-	20%	50%	52%	43%	100%
Undecided	21%	26%	-	40%	21%	13%	22%	-
DISAGREE (NET)	23%	29%	100%	30%	19%	13%	23%	-
Disagree	15%	13%	100%	30%	17%	10%	13%	-
Strongly Disagree	8%	16%	-	-	2%	3%	10%	-
Average	3.4	3.1	2.0	3.1	3.5	3.8	3.3	4.0
Base	197	31	3	10	42	31	77	3

Q21: I am satisfied with our family life right now.

EXHIBIT 38. SATISFIED WITH FAMILY LIFE (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	53%	56%	48%	50%	61%	40%
Strongly Agree	11%	10%	12%	19%	13%	5%
Agree	42%	45%	36%	31%	49%	36%
Undecided	20%	16%	26%	25%	13%	29%
DISAGREE (NET)	27%	28%	26%	25%	26%	31%
Disagree	18%	17%	19%	19%	14%	24%
Strongly Disagree	9%	10%	7%	6%	11%	7%
Average	3.3	3.3	3.3	3.4	3.4	3.1
Base	128	86	42	16	70	42



EXHIBIT 38. SATISFIED WITH FAMILY LIFE (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	53%	62%	55%	47%	53%	55%	53%	47%
Strongly Agree	11%	8%	15%	16%	13%	6%	13%	7%
Agree	42%	54%	40%	32%	40%	48%	40%	40%
Undecided	20%	15%	30%	26%	20%	13%	20%	13%
DISAGREE (NET)	27%	23%	15%	26%	27%	32%	27%	40%
Disagree	18%	15%	15%	11%	13%	23%	20%	27%
Strongly Disagree	9%	8%	-	16%	13%	10%	7%	13%
Average	3.3	3.4	3.6	3.2	3.3	3.2	3.3	3.0
Base	128	13	20	19	15	31	15	15

EXHIBIT 38. SATISFIED WITH FAMILY LIFE (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	53%	52%	50%	57%	47%	100%
Strongly Agree	11%	8%	-	13%	13%	100%
Agree	42%	44%	50%	43%	33%	-
Undecided	20%	22%	-	15%	27%	-
DISAGREE (NET)	27%	27%	50%	28%	27%	-
Disagree	18%	14%	50%	22%	20%	-
Strongly Disagree	9%	13%	-	7%	7%	-
Average	3.3	3.2	3.0	3.3	3.3	5.0
Base	128	64	2	46	15	1

EXHIBIT 38. SATISFIED WITH FAMILY LIFE (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	53%	54%	54%	56%	46%
Strongly Agree	11%	12%	11%	10%	12%
Agree	42%	41%	43%	46%	34%
Undecided	20%	12%	23%	15%	29%
DISAGREE (NET)	27%	34%	24%	29%	24%
Disagree	18%	24%	14%	17%	20%
Strongly Disagree	9%	10%	10%	11%	5%
Average	3.3	3.2	3.3	3.3	3.3
Base	128	41	84	87	41



EXHIBIT 38. SATISFIED WITH FAMILY LIFE (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawa- ian	Other	Multiple	No Answer
AGREE (NET)	53%	57%	-	22%	56%	80%	49%	100%
Strongly Agree	11%	19%	-	11%	9.4%	10%	9.8%	-
Agree	42%	38%	-	11%	47%	70%	39%	100%
Undecided	20%	9.5%	-	44%	22%	-	24%	-
DISAGREE (NET)	27%	33%	100%	33%	22%	20%	27%	-
Disagree	18%	14%	100%	33%	19%	10%	16%	-
Strongly Disagree	9%	19%	-	-	3%	10%	12%	-
Average	3.3	3.2	2.0	3.0	3.4	3.6	3.2	4.0
Base	128	21	2	9	32	10	51	3

Q21: I am satisfied with our family life right now.



## PARTICIPATION

The indicator for Participation was composed of three questions, including caregivers' participation in choosing their children's services (Q2), treatment goals (Q3), and treatment (Q6). Eighty percent of caregivers agree that they participated with their children's treatment (rate 3.5 or higher).

Across the three aspects of participation, relatively more of caregivers agreed that they did participate in their children's treatment, with the mean rating of 4.2. Participation in choosing their children's services and treatment goals both rated lower at 3.9.

In terms of whether caregivers helped to choose their children's services, there were no significant differences in ratings across different segments for both total and non-Quest sample (Exhibits 39 and 40).

EXHIBIT 39. CHOOSE CHILD'S SERVICES (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	79%	83%	76%	81%	75%	81%	81%	74%
Strongly Agree	23%	31%	19%	22%	25%	14%	22%	31%
Agree	55%	52%	57%	58%	49%	67%	60%	43%
Undecided	6%	3%	8%	7%	6%	8%	7%	4%
DISAGREE (NET)	15%	14%	15%	12%	20%	11%	11%	22%
Disagree	13%	11%	15%	12%	15%	11%	10%	19%
Strongly Disagree	1%	3%	1%	-	4%	-	1%	3%
Average	3.9	4.0	3.8	3.9	3.8	3.8	3.9	3.8
Base	201	71	130	130	71	36	97	68

EXHIBIT 39. CHOOSE CHILD'S SERVICES (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
AGREE (NET)	79%	76%	67%	78%	86%	87%	72%	70%
Strongly Agree	23%	24%	26%	25%	32%	24%	17%	10%
Agree	55%	52%	41%	53%	54%	64%	56%	60%
Undecided	6%	14%	7%	9%	4%	-	11%	10%
DISAGREE (NET)	15%	10%	26%	13%	11%	13%	17%	20%
Disagree	13%	10%	22%	13%	11%	13%	11%	15%
Strongly Disagree	1%	-	4%	-	-	-	6%	5%
Average	3.9	3.9	3.6	3.9	4.1	4.0	3.7	3.6
Base	201	21	27	32	28	55	18	20



EXHIBIT 39. CHOOSE CHILD'S SERVICES (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	79%	80%	100%	78%	70%	100%
Strongly Agree	23%	24%	33%	19%	22%	75%
Agree	55%	55%	67%	59%	48%	25%
Undecided	6%	8%	-	3%	11%	-
DISAGREE (NET)	15%	12%	-	19%	19%	-
Disagree	13%	11%	-	16%	19%	-
Strongly Disagree	1%	1%	-	3%	-	-
Average	3.9	3.9	4.3	3.8	3.7	4.8
Base	201	98	3	69	27	4

EXHIBIT 39. CHOOSE CHILD'S SERVICES (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	79%	72%	81%	81%	75%
Strongly Agree	23%	22%	25%	24%	20%
Agree	55%	50%	56%	57%	55%
Undecided	6%	9%	6%	6%	9%
DISAGREE (NET)	15%	19%	13%	13%	16%
Disagree	13%	17%	13%	13%	15%
Strongly Disagree	1%	2%	1%	1%	2%
Average	3.9	3.7	3.9	3.9	3.8
Base	201	54	141	143	55

EXHIBIT 39. CHOOSE CHILD'S SERVICES (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
AGREE (NET)	79%	84%	100%	70%	79%	70%	80%	100%
Strongly Agree	23%	26%	67%	20%	31%	21%	18%	33%
Agree	55%	58%	33%	50%	48%	48%	62%	67%
Undecided	6%	6%	-	20%	7%	6%	5%	-
DISAGREE (NET)	15%	10%	-	10%	14%	24%	15%	-
Disagree	13%	6%	-	10%	14%	21%	14%	-
Strongly Disagree	1%	3%	-	-	-	3%	1%	-
Average	3.9	4.0	4.7	3.8	4.0	3.6	3.8	4.3
Base	201	31	3	10	42	33	79	3

Q2: I helped to choose my child's services.



EXHIBIT 40. CHOOSE CHILD'S SERVICES (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	76%	78%	72%	75%	77%	75%
Strongly Agree	19%	18%	21%	-	20%	25%
Agree	57%	60%	51%	75%	57%	50%
Undecided	8%	8%	9%	13%	9%	7%
DISAGREE (NET)	15%	14%	19%	13%	14%	18%
Disagree	15%	14%	16%	13%	13%	18%
Strongly Disagree	1%	-	2%	-	1%	-
Average	3.8	3.8	3.7	3.6	3.8	3.8
Base	130	87	43	16	70	44

EXHIBIT 40. CHOOSE CHILD'S SERVICES (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	76%	71%	75%	75%	80%	84%	71%	67%
Strongly Agree	19%	14%	30%	20%	13%	19%	21%	13%
Agree	57%	57%	45%	55%	67%	66%	50%	53%
Undecided	8%	21%	10%	10%	-	-	14%	13%
DISAGREE (NET)	15%	7%	15%	15%	20%	16%	14%	20%
Disagree	15%	7%	15%	15%	20%	16%	14%	13%
Strongly Disagree	1%	-	-	-	-	-	-	7%
Average	3.8	3.8	3.9	3.8	3.7	3.9	3.8	3.5
Base	130	14	20	20	15	32	14	15

EXHIBIT 40. CHOOSE CHILD'S SERVICES (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	76%	77%	100%	79%	60%	100%
Strongly Agree	19%	23%	-	17%	6.7%	100%
Agree	57%	54%	100%	62%	53%	-
Undecided	8%	11%	-	4.3%	13%	-
DISAGREE (NET)	15%	12%	-	17%	27%	-
Disagree	15%	12%	-	15%	27%	-
Strongly Disagree	1%	-	-	2.1%	-	-
Average	3.8	3.9	4.0	3.8	3.4	5.0
Base	130	65	2	47	15	1



EXHIBIT 40. CHOOSE CHILD'S SERVICES (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	76%	73%	77%	78%	73%
Strongly Agree	19%	20%	20%	20%	18%
Agree	57%	53%	57%	58%	55%
Undecided	8%	13%	7%	8%	9%
DISAGREE (NET)	15%	15%	16%	14%	18%
Disagree	15%	15%	15%	14%	16%
Strongly Disagree	1%	-	1%	-	2%
Average	3.8	3.8	3.8	3.8	3.7
Base	130	40	87	86	44

EXHIBIT 40. CHOOSE CHILD'S SERVICES (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawa- ian	Other	Multiple	No Answer
AGREE (NET)	76%	81%	100%	78%	81%	50%	75%	100%
Strongly Agree	19%	19%	50%	22%	28%	17%	12%	33%
Agree	57%	62%	50%	56%	53%	33%	63%	67%
Undecided	8%	10%	-	22%	3%	17%	7.8%	-
DISAGREE (NET)	15%	10%	-	-	16%	33%	18%	-
Disagree	15%	10%	-	-	16%	33%	16%	-
Strongly Disagree	1%	-	-	-	-	-	2%	-
Average	3.8	3.9	4.5	4.0	3.9	3.3	3.7	4.3
Base	130	21	2	9	32	12	51	3

Q2: I helped to choose my child's services.

Regarding whether caregivers helped to choose their children's treatment goals, significantly more caregivers of children who were registered with Leeward or Windward family guidance centers reported that they participated in their children's treatment goals. For the non-Quest sample, caregivers of children who were White, Hawaiian, or multi ethnic were statistically more likely to help choose their children's treatment goals (Exhibits 41 and 42).

EXHIBIT 41. CHOOSE TREATMENT GOALS (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	81%	80%	82%	85%	75%	83%	80%	82%
Strongly Agree	25%	27%	24%	26%	24%	28%	27%	22%
Agree	56%	54%	57%	59%	51%	56%	53%	60%
Undecided	8%	6%	9%	7%	10%	8%	8%	7%
DISAGREE (NET)	11%	14%	9%	8%	15%	8%	12%	10%
Disagree	9%	13%	7%	7%	13%	8%	10%	7%
Strongly Disagree	2%	1%	2%	2%	3%	-	2%	3%
Average	3.9	3.9	3.9	4.0	3.8	4.0	3.9	3.9
Base	202	71	131	131	71	36	98	68



EXHIBIT 41. CHOOSE TREATMENT GOALS (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	81%	90%	81%	91%	89%	76%	67%	70%
Strongly Agree	25%	19%	33%	33%	32%	24%	17%	10%
Agree	56%	71%	48%	58%	57%	53%	50%	60%
Undecided	8%	5%	7%	-	7%	9%	22%	10%
DISAGREE (NET)	11%	5%	11%	9%	4%	15%	11%	20%
Disagree	9%	5%	4%	9%	4%	15%	6%	15%
Strongly Disagree	2%	-	7%	-	-	--	6%	5%
Average	3.9	4.0	4.0	4.2	4.2	3.9	3.7	3.6
Base	202	21	27	33	28	55	18	20

EXHIBIT 41. CHOOSE TREATMENT GOALS (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	81%	78%	100%	90%	67%	100%
Strongly Agree	25%	26%	67%	23%	22%	25%
Agree	56%	52%	33%	67%	44%	75%
Undecided	8%	10%	-	1%	19%	-
DISAGREE (NET)	11%	12%	-	9%	15%	-
Disagree	9%	9%	-	7%	15%	-
Strongly Disagree	2%	3%	-	1%	-	-
Average	3.9	3.9	4.7	4.0	3.7	4.3
Base	202	99	3	69	27	4

EXHIBIT 41. CHOOSE TREATMENT GOALS (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	81%	79%	83%	83%	78%
Strongly Agree	25%	29%	25%	25%	25%
Agree	56%	50%	58%	58%	53%
Undecided	8%	11%	7%	7%	11%
DISAGREE (NET)	11%	11%	10%	10%	11%
Disagree	9%	11%	8%	9%	9%
Strongly Disagree	2%	-	2%	1%	2%
Average	3.9	4.0	4.0	4.0	3.9
Base	202	56	140	144	55



EXHIBIT 41. CHOOSE TREATMENT GOALS (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
AGREE (NET)	81%	77%	67%	78%	84%	73%	85%	100%
Strongly Agree	25%	23%	33%	33%	30%	15%	26%	33%
Agree	56%	55%	33%	44%	53%	58%	59%	67%
Undecided	8%	13%	-	22%	7%	6%	6%	-
DISAGREE (NET)	11%	10%	33%	-	9%	21%	9%	-
Disagree	9%	10%	33%	-	9%	15%	6%	-
Strongly Disagree	2%	-	-	-	-	6%	3%	-
Average	3.9	3.9	3.7	4.1	4.0	3.6	4.0	4.3
Base	202	31	3	9	43	33	80	3

Q3: I helped to choose my child's treatment goals.

EXHIBIT 42. CHOOSE TREATMENT GOALS (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	82%	86%	72%	88%	79%	84%
Strongly Agree	24%	25%	23%	25%	25%	23%
Agree	57%	61%	49%	63%	54%	61%
Undecided	9%	7%	14%	13%	7%	11%
DISAGREE (NET)	9%	7%	14%	-	14%	5%
Disagree	7%	5%	12%	-	11%	2%
Strongly Disagree	2%	2%	2%	-	3%	2%
Average	3.9	4.0	3.8	4.1	3.9	4.0
Base	131	88	43	16	71	44

EXHIBIT 42. CHOOSE TREATMENT GOALS (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
AGREE (NET)	82%	93%	85%	95%	87%	72%	71%	73%
Strongly Agree	24%	29%	35%	29%	13%	25%	21%	13%
Agree	57%	64%	50%	67%	73%	47%	50%	60%
Undecided	9%	7%	10%	-	7%	9%	21%	13%
DISAGREE (NET)	9%	-	5%	5%	7%	19%	7%	13%
Disagree	7%	-	-	5%	7%	19%	-	7%
Strongly Disagree	2%	-	5%	-	-	-	7%	7%
Average	3.9	4.2	4.1	4.2	3.9	3.8	3.8	3.7
Base	131	14	20	21	15	32	14	15



EXHIBIT 42. CHOOSE TREATMENT GOALS (NON-QUEST SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	81%	79%	100%	91%	60%	100%
Strongly Agree	25%	27%	50%	21%	13%	100%
Agree	56%	52%	50%	70%	47%	-
Undecided	8%	11%	-	2%	27%	-
DISAGREE (NET)	11%	11%	-	6%	13%	-
Disagree	9%	8%	-	4%	13%	-
Strongly Disagree	2%	3%	-	2%	-	-
Average	3.9	3.9	4.5	4.0	3.6	-
Base	202	66	2	47	15	1

EXHIBIT 42. CHOOSE TREATMENT GOALS (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	82%	79%	83%	83%	80%
Strongly Agree	24%	29%	23%	24%	25%
Agree	57%	50%	59%	59%	55%
Undecided	9%	12%	8%	7%	14%
DISAGREE (NET)	9%	10%	9%	10%	7%
Disagree	7%	10%	6%	8%	5%
Strongly Disagree	2%	-	3%	2%	2%
Average	3.9	4.0	3.9	3.9	4.0
Base	131	42	86	87	44

EXHIBIT 42. CHOOSE TREATMENT GOALS (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawa- ian	Other	Multiple	No Answer
AGREE (NET)	82%	81%	50%	75%	88%	58%	85%	100%
Strongly Agree	24%	19%	50%	38%	30%	8%	23%	33%
Agree	57%	62%	-	38%	58%	50%	62%	67%
Undecided	9%	14%	-	25%	6%	8%	8%	-
DISAGREE (NET)	9%	5%	50%	-	6%	33%	8%	-
Disagree	7%	5%	50%	-	6%	25%	4%	-
Strongly Disagree	2%	-	-	-	-	8%	4%	-
Average	3.9	4.0	3.5	4.1	4.1	3.3	4.0	4.3
Base	131	21	2	8	33	12	52	3

Q3: I helped to choose my child's treatment goals.

For participation with their children's treatment, significantly more caregivers of children with behavioral or emotional problems, or those who were Hawaiian or multi ethnic, agreed that they were involved in their children's treatment. For the non-Quest sample, significantly more caregivers of children who were registered at the Honolulu family guidance center or who were Hawaiian felt the same way (Exhibits 43 and 44).



EXHIBIT 43. PARTICIPATED IN TREATMENT (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	86%	87%	86%	89%	82%	86%	88%	84%
Strongly Agree	39%	41%	38%	40%	38%	49%	36%	38%
Agree	47%	46%	48%	49%	44%	37%	52%	46%
Undecided	7%	6%	8%	5%	10%	11%	6%	6%
DISAGREE (NET)	7%	7%	7%	6%	8%	3%	6%	10%
Disagree	6%	4%	7%	5%	7%	3%	6%	7%
Strongly Disagree	1%	3%	-	1%	1%	-	-	3%
Average	4.2	4.2	4.2	4.2	4.1	4.3	4.2	4.1
Base	202	70	132	131	71	35	99	68

EXHIBIT 43. PARTICIPATED IN TREATMENT (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	86%	86%	85%	88%	89%	80%	89%	95%
Strongly Agree	39%	43%	52%	39%	46%	36%	32%	21%
Agree	47%	43%	33%	48%	43%	44%	58%	74%
Undecided	7%	10%	11%	9%	-	7%	5%	5%
DISAGREE (NET)	7%	5%	4%	3%	11%	13%	5%	-
Disagree	6%	5%	-	3%	11%	13%	-	-
Strongly Disagree	1%	-	4%	-	-	-	5%	-
Average	4.2	4.2	4.3	4.2	4.3	4.0	4.1	4.2
Base	202	21	27	33	28	55	19	19

EXHIBIT 43. PARTICIPATED IN TREATMENT (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	86%	91%	100%	86%	67%	100%
Strongly Agree	39%	39%	67%	39%	26%	100%
Agree	47%	52%	33%	46%	41%	-
Undecided	7%	5%	-	7%	15%	-
DISAGREE (NET)	7%	4%	-	7%	19%	-
Disagree	6%	4%	-	7%	11%	-
Strongly Disagree	1%	-	-	-	7%	-
Average	4.2	4.3	4.7	4.2	3.7	5.0
Base	202	99	3	69	27	4



EXHIBIT 43. PARTICIPATED IN TREATMENT (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	86%	82%	89%	87%	84%
Strongly Agree	39%	38%	41%	40%	36%
Agree	47%	44%	48%	47%	47%
Undecided	7%	9%	6%	8%	5%
DISAGREE (NET)	7%	9%	5%	6%	11%
Disagree	6%	7%	5%	4%	11%
Strongly Disagree	1%	2%	-	1%	-
Average	4.2	4.1	4.3	4.2	4.1
Base	202	55	141	144	55

EXHIBIT 43. PARTICIPATED IN TREATMENT (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
AGREE (NET)	86%	84%	67%	50%	88%	82%	92%	100%
Strongly Agree	39%	23%	33%	40%	47%	33%	44%	33%
Agree	47%	61%	33%	10%	42%	48%	48%	67%
Undecided	7%	6%	-	30%	7%	12%	3%	-
DISAGREE (NET)	7%	10%	33%	20%	5%	6%	5%	-
Disagree	6%	6%	33%	10%	5%	6%	5%	-
Strongly Disagree	1%	3%	-	10%	-	-	-	-
Average	4.2	3.9	3.7	3.6	4.3	4.1	4.3	4.3
Base	202	31	3	10	43	33	79	3

Q6: I participated in my child's treatment.

EXHIBIT 44. PARTICIPATED IN TREATMENT (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
AGREE (NET)	86%	88%	82%	88%	85%	86%
Strongly Agree	38%	38%	39%	44%	39%	34%
Agree	48%	50%	43%	44%	46%	52%
Undecided	8%	6%	11%	13%	7%	7%
DISAGREE (NET)	7%	7%	7%	-	8%	7%
Disagree	7%	7%	7%	-	8%	7%
Average	4.2	4.2	4.1	4.3	4.2	4.1
Base	132	88	44	16	72	44

EXHIBIT 44. PARTICIPATED IN TREATMENT (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
AGREE (NET)	86%	86%	95%	86%	80%	75%	93%	93%
Strongly Agree	38%	43%	60%	38%	33%	28%	40%	27%
Agree	48%	43%	35%	48%	47%	47%	53%	67%
Undecided	8%	14%	5%	10%	-	9%	7%	7%
DISAGREE (NET)	7%	-	-	5%	20%	16%	-	-
Disagree	7%	-	-	5%	20%	16%	-	-
Average	4.2	4.3	4.6	4.2	3.9	3.9	4.3	4.2
Base	132	14	20	21	15	32	15	15



EXHIBIT 44. PARTICIPATED IN TREATMENT (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
AGREE (NET)	86%	88%	100%	85%	73%	100%
Strongly Agree	38%	39%	50%	40%	20%	100%
Agree	48%	48%	50%	46%	53%	-
Undecided	8%	8%	-	6%	13%	-
DISAGREE (NET)	7%	5%	-	8%	13%	-
Disagree	7%	5%	-	8%	13%	-
Average	4.2	4.2	4.5	4.2	3.8	5.0
Base	132	66	2	48	15	1

EXHIBIT 44. PARTICIPATED IN TREATMENT (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
AGREE (NET)	86%	81%	89%	85%	86%
Strongly Agree	38%	43%	37%	40%	34%
Agree	48%	38%	52%	45%	52%
Undecided	8%	12%	5%	9%	5%
DISAGREE (NET)	7%	7%	7%	6%	9%
Disagree	7%	7%	7%	6%	9%
Average	4.2	4.2	4.2	4.2	4.1
Base	132	42	87	88	44

EXHIBIT 44. PARTICIPATED IN TREATMENT (NON-QUEST SAMPLE)								
	Total	ETHNCITY						
		White	Black	Asian	Hawa- ian	Other	Multiple	No Answer
AGREE (NET)	86%	81%	100%	56%	91%	67%	92%	100%
Strongly Agree	38%	19%	50%	44%	48%	33%	38%	33%
Agree	48%	62%	50%	11%	42%	33%	54%	67%
Undecided	8%	10%	-	33%	6%	17%	2%	-
DISAGREE (NET)	7%	10%	-	11%	3%	17%	6%	-
Disagree	7%	10%	-	11%	3%	17%	6%	-
Average	4.2	3.9	4.5	3.9	4.4	3.8	4.3	4.3
Base	132	21	2	9	33	12	52	3

Q6: I participated in my child's treatment.



## SERVICE HELPFULNESS AND SUGGESTIONS FOR IMPROVEMENT

Two open-ended questions were asked regarding the most helpful things about the services received over the last 6 months (Q22) and suggestions for improvement of the services (Q23). Open-ended answers were reviewed and coded by an experienced editor and coder. Answers with similar or identical meanings were aggregated and assigned the same code. Codes were then put back into the data set and statistical analysis was performed on them.

Three in five caregivers considered the therapy their children received as the most helpful things about the youth services. Another 2 in 5 caregivers considered the staff's support, including their helpfulness, caring, understanding, and knowledge as the most helpful things about the services. Another 10% considered the communication, updates, and education were the most helpful to their children.

For the caregivers of younger children (12 or younger) or White children, they considered the therapy as the most helpful feature of the services. In particular, significantly more caregivers of male children were satisfied with the results of care and significantly more caregivers of female children considered the home care service as the most important feature of the services. For caregivers of non-Quest White children, they also considered the therapy as the most important things about the services (Exhibits 45 and 46).

Staff's support was considered as the most helpful things by the caregivers of older children (13 to 16 years old), children who were registered with the Central Oahu family guidance center, or those who received emergency services. Particularly, caregivers of children who were registered with the Honolulu family guidance center considered the staff and therapist as the most important things about the services. Similar to the total sample, caregivers of non-Quest sample who were 13 to 16 years old or who were registered with the Central Oahu family guidance center considered staff's support as the most helpful part of the services (Exhibits 45 and 46).

<b>EXHIBIT 45. MOST HELPFUL THINGS ABOUT THE SERVICES (TOTAL SAMPLE)</b>								
	<b>TOTAL</b>	<b>QUEST</b>		<b>GENDER</b>		<b>CHILD'S AGE</b>		
		<b>Quest</b>	<b>Non-Quest</b>	<b>Male</b>	<b>Female</b>	<b>12 or Less</b>	<b>13 to 16</b>	<b>17 or More</b>
<b>THERAPY (NET)</b>	<b>60%</b>	<b>65%</b>	<b>59%</b>	<b>61%</b>	<b>59%</b>	<b>78%</b>	<b>55%</b>	<b>56%</b>
Therapy / Counseling services	37%	35%	38%	39%	33%	48%	31%	41%
Results of the care	9%	10%	8%	12%	3%	4%	11%	7%
Home care service	6%	10%	5%	2%	13%	9%	5%	4%
Mentors / Foster Parents	5%	-	6%	2%	10%	4%	5%	4%
Consistent therapy	4%	10%	2%	6%	-	13%	2%	-
<b>STAFF (NET)</b>	<b>41%</b>	<b>35%</b>	<b>42%</b>	<b>41%</b>	<b>41%</b>	<b>30%</b>	<b>53%</b>	<b>26%</b>
Supportive / Helpful staff	17%	25%	15%	18%	15%	17%	18%	15%
Staff / Therapist	10%	5%	12%	8%	15%	-	15%	11%
Caring / Friendly staff	7%	-	8%	9%	3%	4%	11%	-
Understanding staff	5%	5%	5%	3%	8%	9%	5%	-
Knowledgeable staff	2%	-	2%	3%	-	-	4%	-
Communication/Updates/Education	10%	15%	8%	11%	8%	13%	11%	4%
Availability of staff/services	8%	5%	8%	11%	3%	4%	4%	19%
Medication	3%	10%	1%	-	8%	4%	4%	-
Base	105	20	85	66	39	23	55	27



EXHIBIT 45. MOST HELPFUL THINGS ABOUT THE SERVICES (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
<b>THERAPY (NET)</b>	<b>60%</b>	<b>40%</b>	<b>64%</b>	<b>50%</b>	<b>67%</b>	<b>64%</b>	<b>75%</b>	<b>43%</b>
Therapy / Counseling services	37%	20%	36%	38%	28%	43%	50%	43%
Results of the care	9%	-	21%	13%	-	7%	17%	-
Home care service	6%	20%	-	-	17%	4%	-	-
Mentors / Foster Parents	5%	-	-	-	11%	7%	8%	-
Consistent therapy	4%	-	7%	-	11%	4%	-	-
<b>STAFF (NET)</b>	<b>41%</b>	<b>80%</b>	<b>43%</b>	<b>38%</b>	<b>22%</b>	<b>36%</b>	<b>50%</b>	<b>43%</b>
Supportive / Helpful staff	17%	30%	7%	19%	11%	18%	25%	14%
Staff / Therapist	10%	10%	<b>36%</b>	13%	11%	4%	-	-
Caring / Friendly staff	7%	20%	-	6%	-	7%	8%	14%
Understanding staff	5%	10%	-	-	-	7%	8%	14%
Knowledgeable staff	2%	10%	-	-	-	-	8%	-
Communication / Updates / Education	10%	-	-	19%	11%	11%	-	29%
Availability of staff/services	8%	10%	7%	13%	6%	7%	8%	-
Medication	3%	-	-	6%	6%	4%	-	-
Base	105	10	14	16	18	28	12	7

EXHIBIT 45. MOST HELPFUL THINGS ABOUT THE SERVICES (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
<b>THERAPY (NET)</b>	<b>60%</b>	<b>60%</b>	<b>50%</b>	<b>61%</b>	<b>64%</b>	<b>50%</b>
Therapy / Counseling services	37%	40%	50%	34%	27%	50%
Results of the care	9%	8%	-	13%	-	-
Home care service	6%	6%	-	3%	18%	-
Mentors / Foster Parents	5%	-	-	11%	9%	-
Consistent therapy	4%	6%	-	-	9%	-
<b>STAFF (NET)</b>	<b>41%</b>	<b>38%</b>	<b>100%</b>	<b>45%</b>	<b>18%</b>	<b>100%</b>
Supportive / Helpful staff	17%	17%	-	18%	9%	50%
Staff / Therapist	10%	6%	-	16%	9%	50%
Caring / Friendly staff	7%	10%	50%	3%	-	-
Understanding staff	5%	4%	50%	5%	-	-
Knowledgeable staff	2%	2%	-	3%	-	-
Communication/Updates/Education	10%	12%	-	8%	9%	-
Availability of staff/services	8%	8%	-	5%	18%	-
Medication	3%	2%	-	5%	-	-
Base	105	52	2	38	11	2



EXHIBIT 45. MOST HELPFUL THINGS ABOUT THE SERVICES (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
<b>THERAPY (NET)</b>	<b>60%</b>	<b>55%</b>	<b>61%</b>	<b>61%</b>	<b>57%</b>
Therapy / Counseling services	37%	28%	40%	37%	37%
Results of the care	9%	14%	7%	9%	7%
Home care service	6%	7%	5%	7%	3%
Mentors / Foster Parents	5%	7%	4%	5%	3%
Consistent therapy	4%	-	5%	3%	7%
<b>STAFF (NET)</b>	<b>41%</b>	<b>62%</b>	<b>33%</b>	<b>45%</b>	<b>30%</b>
Supportive / Helpful staff	17%	10%	20%	17%	17%
Staff / Therapist	10%	21%	7%	12%	7%
Caring / Friendly staff	7%	14%	4%	7%	7%
Understanding staff	5%	14%	1%	7%	-
Knowledgeable staff	2%	3%	1%	3%	-
Communication/Updates/Education	10%	7%	11%	7%	17%
Availability of staff/services	8%	3%	9%	5%	13%
Medication	3%	3%	3%	4%	-
Base	105	29	75	75	30

EXHIBIT 45. MOST HELPFUL THINGS ABOUT THE SERVICES (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
<b>THERAPY (NET)</b>	<b>60%</b>	<b>71%</b>	<b>100%</b>	<b>60%</b>	<b>56%</b>	<b>29%</b>	<b>61%</b>	<b>50%</b>
Therapy / Counseling services	37%	43%	100%	60%	36%	14%	34%	50%
Results of the care	9%	5%	-	-	4%	14%	14%	-
Home care service	6%	10%	-	-	8%	-	5%	-
Mentors / Foster Parents	5%	14%	-	-	-	-	5%	-
Consistent therapy	4%	-	-	-	8%	-	5%	-
<b>STAFF (NET)</b>	<b>41%</b>	<b>43%</b>	<b>-</b>	<b>60%</b>	<b>32%</b>	<b>71%</b>	<b>39%</b>	<b>50%</b>
Supportive / Helpful staff	17%	24%	-	20%	16%	14%	16%	-
Staff / Therapist	10%	10%	-	-	8%	43%	7%	50%
Caring / Friendly staff	7%	10%	-	20%	-	14%	7%	-
Understanding staff	5%	-	-	20%	8%	-	5%	-
Knowledgeable staff	2%	-	-	-	-	-	5%	-
Communication/Updates/Education	10%	10%	-	-	8%	43%	7%	-
Availability of staff/services	8%	10%	-	-	12%	-	7%	-
Medication	3%	-	-	20%	-	-	5%	-
Base	105	21	1	5	25	7	44	2

Q22: What has been the most helpful thing about the services you and your child received over the last 12 months?



EXHIBIT 46. MOST HELPFUL THINGS ABOUT THE SERVICES (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGES		
		Male	Female	12 or Less	13 to 16	17 or More
<b>THERAPY (NET)</b>	<b>59%</b>	<b>53%</b>	<b>70%</b>	<b>64%</b>	<b>55%</b>	<b>64%</b>
Therapy / Counseling services	38%	35%	43%	43%	31%	50%
Results of the care	8%	11%	3%	-	10%	9%
Home care service	6%	2%	13%	7%	6%	5%
Mentors / Foster Parents	5%	2%	10%	7%	6%	-
Consistent therapy	2%	4%	-	7%	2%	-
<b>STAFF (NET)</b>	<b>42%</b>	<b>45%</b>	<b>37%</b>	<b>29%</b>	<b>57%</b>	<b>18%</b>
Supportive / Helpful staff	15%	18%	10%	14%	18%	9%
Staff / Therapist	12%	9%	17%	-	16%	9%
Caring / Friendly staff	8%	11%	3%	7%	12%	-
Understanding staff	5%	4%	7%	7%	6%	-
Knowledgeable staff	2%	4%	-	-	4%	-
Communication/Updates/Education	8%	9%	7%	7%	10%	5%
Availability of staff/services	8%	11%	3%	7%	4%	18%
Medication	1%	-	3%	-	2%	-
Base	85	55	30	14	49	22

EXHIBIT 46. MOST HELPFUL THINGS ABOUT THE SERVICES (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
<b>THERAPY (NET)</b>	<b>59%</b>	<b>38%</b>	<b>64%</b>	<b>50%</b>	<b>73%</b>	<b>55%</b>	<b>75%</b>	<b>50%</b>
Therapy / Counseling services	38%	25%	36%	42%	27%	36%	50%	50%
Results of the care	8%	-	21%	8%	-	5%	17%	-
Home care service	6%	-	-	-	18%	9%	8%	-
Mentors / Foster Parents	5%	13%	-	-	18%	5%	-	-
Consistent therapy	2%	-	7%	-	9%	-	-	-
<b>STAFF (NET)</b>	<b>42%</b>	<b>88%</b>	<b>43%</b>	<b>42%</b>	<b>18%</b>	<b>36%</b>	<b>50%</b>	<b>33%</b>
Supportive / Helpful staff	15%	25%	7%	17%	-	18%	25%	17%
Staff / Therapist	12%	13%	36%	17%	18%	-	-	-
Caring / Friendly staff	8%	25%	-	8%	-	9%	8%	17%
Understanding staff	5%	13%	-	-	-	9%	8%	-
Knowledgeable staff	2%	13%	-	-	-	-	8%	-
Communication/Updates/Education	8%	-	-	17%	9%	9%	-	33%
Availability of staff/services	8%	13%	7%	8%	9%	9%	8%	-
Medication	1%	-	-	-	-	5%	-	-
Base	85	8	14	12	11	22	12	6



EXHIBIT 46. MOST HELPFUL THINGS ABOUT THE SERVICES (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
<b>THERAPY (NET)</b>	<b>59%</b>	<b>54%</b>	<b>50%</b>	<b>69%</b>	<b>44%</b>	<b>100%</b>
Therapy / Counseling services	38%	39%	50%	38%	22%	100%
Results of the care	8%	5%	-	16%	-	-
Home care service	6%	-	-	13%	11%	-
Mentors / Foster Parents	5%	5%	-	3%	11%	-
Consistent therapy	2%	5%	-	-	-	-
<b>STAFF (NET)</b>	<b>42%</b>	<b>44%</b>	<b>100%</b>	<b>41%</b>	<b>22%</b>	<b>100%</b>
Supportive / Helpful staff	15%	20%	-	13%	11%	-
Staff / Therapist	12%	5%	-	19%	11%	100%
Caring / Friendly staff	8%	12%	50%	3%	-	-
Understanding staff	5%	5%	50%	3%	-	-
Knowledgeable staff	2%	2%	-	3%	-	-
Communication/Updates/Education	8%	10%	-	6%	11%	-
Availability of staff/services	8%	7%	-	6%	22%	-
Medication	1%	-	-	3%	-	-
Base	85	41	2	32	9	1

EXHIBIT 46. MOST HELPFUL THINGS ABOUT THE SERVICES (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
<b>THERAPY (NET)</b>	<b>59%</b>	<b>58%</b>	<b>59%</b>	<b>61%</b>	<b>54%</b>
Therapy / Counseling services	38%	31%	40%	39%	36%
Results of the care	8%	15%	5%	11%	4%
Home care service	6%	8%	5%	7%	4%
Mentors / Foster Parents	5%	4%	5%	5%	4%
Consistent therapy	2%	-	3%	-	7%
<b>STAFF (NET)</b>	<b>42%</b>	<b>65%</b>	<b>33%</b>	<b>47%</b>	<b>32%</b>
Supportive / Helpful staff	15%	12%	17%	14%	18%
Staff / Therapist	12%	23%	7%	14%	7%
Caring / Friendly staff	8%	15%	5%	9%	7%
Understanding staff	5%	12%	2%	7%	-
Knowledgeable staff	2%	4%	2%	4%	-
Communication/Updates/Education	8%	4%	10%	5%	14%
Availability of staff/services	8%	4%	10%	5%	14%
Medication	1%	4%	-	2%	-
Base	85	26	58	57	28



EXHIBIT 46. MOST HELPFUL THINGS ABOUT THE SERVICES (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
<b>THERAPY (NET)</b>	<b>59%</b>	<b>74%</b>	<b>100%</b>	<b>60%</b>	<b>50%</b>	<b>25%</b>	<b>59%</b>	<b>50%</b>
Therapy / Counseling services	38%	42%	100%	60%	32%	-	38%	50%
Results of the care	8%	5%	-	-	5%	25%	13%	-
Home care service	6%	16%	-	-	-	-	6%	-
Mentors / Foster Parents	5%	11%	-	-	9%	-	-	-
Consistent therapy	2%	-	-	-	5%	-	3%	-
<b>STAFF (NET)</b>	<b>42%</b>	<b>47%</b>	<b>-</b>	<b>60%</b>	<b>32%</b>	<b>75%</b>	<b>41%</b>	<b>50%</b>
Supportive / Helpful staff	15%	26%	-	20%	14%	-	13%	-
Staff / Therapist	12%	11%	-	-	9%	50%	9%	50%
Caring / Friendly staff	8%	11%	-	20%	-	25%	9%	-
Understanding staff	5%	-	-	20%	9%	-	3%	-
Knowledgeable staff	2%	-	-	-	-	-	6%	-
Communication/Updates/Education	8%	5%	-	-	5%	50%	9%	-
Availability of staff/services	8%	11%	-	-	14%	-	6%	-
Medication	1%	-	-	20%	-	-	-	-
Base	85	19	1	5	22	4	32	2

Q22: What has been the most helpful thing about the services you and your child received over the last 12 months?

When asked about what would improve the services, more than two-third of caregivers (68%) requested more services, including more programs, more time with doctor or therapist, more structured therapy, follow-up, variety of services, and improved medication. One in 4 would like an improvement in staff. Another 1 in 10 would like better communication, updates, or education and another 1 in 10 would like faster service.

More services were requested by the following segments: caregivers of children who were 17 or older, those who registered with Leeward or Kauai family guidance centers, those who went to the emergency room before, or Hawaiian. In particular, caregivers of children who had emergency services before would like more follow up. Significantly more caregivers of male children or those who were registered with the Windward family guidance center would like an improvement in the staff. For the non-Quest sample, caregivers of children who were registered with the Kauai family guidance center, those who had received emergency services, or those who were Hawaiian, would like more services. Caregivers of children who did not receive emergency services or those who were multi ethnic would like to see an improvement in staff (Exhibits 47 and 48).



EXHIBIT 47. SUGGESTION FOR IMPROVEMENT OF THE SERVICES (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
<b>MORE SERVICES (NET)</b>	<b>68%</b>	<b>57%</b>	<b>71%</b>	<b>61%</b>	<b>79%</b>	<b>80%</b>	<b>53%</b>	<b>100%</b>
More services/programs	24%	36%	21%	16%	36%	30%	23%	25%
More time with doctor/therapist	14%	7%	15%	18%	7%	20%	10%	19%
More structured therapy / consistency	12%	-	15%	11%	14%	10%	13%	13%
More follow-up	9%	-	12%	8%	11%	-	5%	25%
More variety of services	6%	7%	6%	8%	4%	20%	3%	6%
Improve medication availability	3%	7%	2%	-	7%	-	-	13%
<b>BETTER STAFF (NET)</b>	<b>26%</b>	<b>29%</b>	<b>25%</b>	<b>34%</b>	<b>14%</b>	<b>30%</b>	<b>35%</b>	<b>-</b>
Better Staff / Therapist	9%	7%	10%	13%	4%	20%	10%	-
Better trained staff	9%	7%	10%	11%	7%	-	15%	-
More Supportive / Helpful staff	8%	14%	6%	11%	4%	10%	10%	-
Better communication / Updates / Education	9%	7%	10%	11%	7%	-	8%	19%
Faster service	8%	21%	4%	3%	14%	-	10%	6%
More funding	3%	-	4%	3%	4%	-	3%	6%
Base	66	14	52	38	28	10	40	16

EXHIBIT 47. SUGGESTION FOR IMPROVEMENT OF THE SERVICES (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
<b>MORE SERVICES (NET)</b>	<b>68%</b>	<b>60%</b>	<b>78%</b>	<b>88%</b>	<b>50%</b>	<b>47%</b>	<b>80%</b>	<b>100%</b>
More services/programs	24%	-	22%	25%	42%	13%	30%	29%
More time with doctor/therapist	14%	-	22%	13%	-	13%	20%	29%
More structured therapy / consistency	12%	-	22%	13%	-	13%	10%	29%
More follow-up	9%	20%	11%	25%	-	-	10%	14%
More variety of services	6%	40%	-	-	-	7%	10%	-
Improve medication availability	3%	-	-	13%	8%	-	-	-
<b>BETTER STAFF (NET)</b>	<b>26%</b>	<b>40%</b>	<b>11%</b>	<b>25%</b>	<b>50%</b>	<b>20%</b>	<b>20%</b>	<b>14%</b>
Better Staff / Therapist	9%	20%	-	13%	17%	13%	-	-
Better trained staff	9%	-	-	13%	25%	-	20%	-
More Supportive / Helpful staff	8%	20%	11%	-	8%	7%	-	14%
Better communication / Updates / Education	9%	-	-	-	-	13%	30%	14%
Faster service	8%	-	11%	-	8%	13%	10%	-
More funding	3%	-	-	-	-	7%	-	14%
Base	66	5	9	8	12	15	10	7



EXHIBIT 47. SUGGESTION FOR IMPROVEMENT OF THE SERVICES (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emo-tional	Exc-luded	Sub-stance
<b>MORE SERVICES (NET)</b>	<b>68%</b>	<b>65%</b>	<b>-</b>	<b>76%</b>	<b>57%</b>	<b>-</b>
More services/programs	24%	24%	-	24%	29%	-
More time with doctor/therapist	14%	18%	-	8%	14%	-
More structured therapy / consistency	12%	9%	-	20%	-	-
More follow-up	9%	9%	-	12%	-	-
More variety of services	6%	6%	-	4%	14%	-
Improve medication availability	3%	-	-	8%	-	-
<b>BETTER STAFF (NET)</b>	<b>26%</b>	<b>24%</b>	<b>-</b>	<b>20%</b>	<b>57%</b>	<b>-</b>
Better Staff / Therapist	9%	6%	-	8%	29%	-
Better trained staff	9%	12%	-	8%	-	-
More Supportive / Helpful staff	8%	6%	-	4%	29%	-
Better communication / Updates / Education	9%	12%	-	8%	-	-
Faster service	8%	6%	-	12%	-	-
More funding	3%	-	-	8%	-	-
Base	66	34	0	25	7	0

EXHIBIT 47. SUGGESTION FOR IMPROVEMENT OF THE SERVICES (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
<b>MORE SERVICES (NET)</b>	<b>68%</b>	<b>94%</b>	<b>61%</b>	<b>73%</b>	<b>53%</b>
More services/programs	24%	33%	22%	24%	27%
More time with doctor/therapist	14%	-	20%	14%	13%
More structured therapy / consistency	12%	11%	13%	12%	13%
More follow-up	9%	<b>28%</b>	2%	12%	-
More variety of services	6%	17%	2%	8%	-
Improve medication availability	3%	6%	2%	4%	-
<b>BETTER STAFF (NET)</b>	<b>26%</b>	<b>11%</b>	<b>28%</b>	<b>22%</b>	<b>40%</b>
Better Staff / Therapist	9%	6%	11%	10%	7%
Better trained staff	9%	-	9%	6%	20%
More Supportive / Helpful staff	8%	6%	9%	6%	13%
Better communication / Updates / Education	9%	11%	9%	12%	-
Faster service	8%	11%	7%	4%	20%
More funding	3%	6%	2%	4%	-
Base	66	18	46	51	15



EXHIBIT 47. SUGGESTION FOR IMPROVEMENT OF THE SERVICES (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		Cau- casian	Black	Asian	Hawaiian	Other	One Race	No Answer
<b>MORE SERVICES (NET)</b>	<b>68%</b>	<b>56%</b>	<b>100%</b>	<b>100%</b>	<b>88%</b>	<b>50%</b>	<b>59%</b>	<b>-</b>
More services/programs	24%	33%	-	-	41%		21%	-
More time with doctor/therapist	14%	-	-	25%	12%	17%	17%	-
More structured therapy / consistency	12%	22%	-	25%	12%	17%	7%	-
More follow-up	9%	-	-	25%	6%	17%	10%	-
More variety of services	6%	-	100%	-	12%	-	3%	-
Improve medication availability	3%	-	-	25%	6%	-	-	-
<b>BETTER STAFF (NET)</b>	<b>26%</b>	<b>33%</b>	<b>-</b>	<b>25%</b>	<b>12%</b>	<b>-</b>	<b>38%</b>	<b>-</b>
Better Staff / Therapist	9%	11%	-	25%	12%	-	7%	-
Better trained staff	9%	11%	-	-	-	-	17%	-
More Supportive / Helpful staff	8%	11%	-	-	-	-	14%	-
Better communication / Updates / Education	9%	11%	-	-	6%	50%	3%	-
Faster service	8%	33%	-	-	6%	-	3%	-
More funding	3%	-	-	-	-	-	7%	-
Base	66	9	1	4	17	6	29	0

Q23: What would improve the services here?

EXHIBIT 48. SUGGESTION FOR IMPROVEMENT OF THE SERVICES (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGES		
		Male	Female	12 or Less	13 to 16	17 or More
<b>MORE SERVICES (NET)</b>	<b>71%</b>	<b>65%</b>	<b>83%</b>	<b>80%</b>	<b>57%</b>	<b>108%</b>
More services/programs	21%	18%	28%	20%	23%	17%
More time with doctor/therapist	15%	18%	11%	20%	11%	25%
More structured therapy / consistency	15%	12%	22%	20%	14%	17%
More follow-up	12%	9%	17%	-	6%	33%
More variety of services	6%	9%	-	20%	3%	8%
Improve medication availability	2%	-	6%	-	-	8%
<b>BETTER STAFF (NET)</b>	<b>25%</b>	<b>32%</b>	<b>11%</b>	<b>40%</b>	<b>31%</b>	<b>-</b>
Better Staff / Therapist	10%	12%	6%	20%	11%	-
Better trained staff	10%	12%	6%	-	14%	-
More Supportive / Helpful staff	6%	9%	-	20%	6%	-
Better communication / Updates / Education	10%	12%	6%	-	9%	17%
More funding	4%	3%	6%	-	3%	8%
Faster service	4%	-	11%	-	6%	-
Base	52	34	18	5	35	12



EXHIBIT 48. SUGGESTION FOR IMPROVEMENT OF THE SERVICES (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
<b>MORE SERVICES (NET)</b>	<b>71%</b>	<b>50%</b>	<b>78%</b>	<b>86%</b>	<b>50%</b>	<b>55%</b>	<b>78%</b>	<b>100%</b>
More services/programs	21%	-	22%	14%	50%	18%	22%	17%
More time with doctor/therapist	15%	-	22%	14%	-	9%	22%	33%
More structured therapy / consistency	15%	-	22%	14%	-	18%	11%	33%
More follow-up	12%	25%	11%	29%	-	-	11%	17%
More variety of services	6%	25%	-	-	-	9%	11%	-
Improve medication availability	2%	-	-	14%	-	-	-	-
<b>BETTER STAFF (NET)</b>	<b>25%</b>	<b>50%</b>	<b>11%</b>	<b>29%</b>	<b>50%</b>	<b>18%</b>	<b>22%</b>	<b>17%</b>
Better Staff / Therapist	10%	25%	-	14%	17%	18%	-	-
Better trained staff	10%	-	-	14%	33%	-	22%	-
More Supportive / Helpful staff	6%	25%	11%	-	-	-	-	17%
Better communication / Updates / Education	10%	-	-	-	-	9%	33%	17%
More funding	4%	-	-	-	-	9%	-	17%
Faster service	4%	-	11%	-	-	9%	-	-
Base	52	4	9	7	6	11	9	6

EXHIBIT 48. SUGGESTION FOR IMPROVEMENT OF THE SERVICES (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Sub-stance
<b>MORE SERVICES (NET)</b>	<b>71%</b>	<b>66%</b>	<b>-</b>	<b>83%</b>	<b>60%</b>	<b>-</b>
More services/programs	21%	24%	-	17%	20%	-
More time with doctor/therapist	15%	17%	-	11%	20%	-
More structured therapy / consistency	15%	10%	-	28%	-	-
More follow-up	12%	10%	-	17%	-	-
More variety of services	6%	3%	-	6%	20%	-
Improve medication availability	2%	-	-	6%	-	-
<b>BETTER STAFF (NET)</b>	<b>25%</b>	<b>24%</b>	<b>-</b>	<b>17%</b>	<b>60%</b>	<b>-</b>
Better Staff / Therapist	10%	7%	-	11%	20%	-
Better trained staff	10%	14%	-	6%	-	-
More Supportive / Helpful staff	6%	3%	-	-	40%	-
Better communication / Updates / Education	10%	10%	-	11%	-	-
More funding	4%	-	-	11%	-	-
Faster service	4%	7%	-	-	-	-
Base	52	29	0	18	5	0



EXHIBIT 48. SUGGESTION FOR IMPROVEMENT OF THE SERVICES (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
<b>MORE SERVICES (NET)</b>	<b>71%</b>	<b>100%</b>	<b>64%</b>	<b>76%</b>	<b>57%</b>
More services/programs	21%	21%	22%	18%	29%
More time with doctor/therapist	15%	-	22%	16%	14%
More structured therapy / consistency	15%	14%	17%	16%	14%
More follow-up	12%	36%	3%	16%	-
More variety of services	6%	21%	-	8%	-
Improve medication availability	2%	7%	-	3%	-
<b>BETTER STAFF (NET)</b>	<b>25%</b>	<b>7%</b>	<b>28%</b>	<b>21%</b>	<b>36%</b>
Better Staff / Therapist	10%	7%	11%	11%	7%
Better trained staff	10%	-	8%	5%	21%
More Supportive / Helpful staff	6%	-	8%	5%	7%
Better communication / Updates / Education	10%	14%	8%	13%	-
More funding	4%	7%	3%	5%	-
Faster service	4%	-	6%	-	14%
Base	52	14	36	38	14

EXHIBIT 48. SUGGESTION FOR IMPROVEMENT OF THE SERVICES (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawa- ian	Other	Multiple	No Answer
<b>MORE SERVICES (NET)</b>	<b>71%</b>	<b>57%</b>	<b>100%</b>	<b>100%</b>	<b>93%</b>	<b>60%</b>	<b>55%</b>	<b>-</b>
More services/programs	21%	29%	-	-	47%	-	10%	-
More time with doctor/therapist	15%	-	-	25%	13%	20%	20%	-
More structured therapy / consistency	15%	28%	-	25%	13%	20%	10%	-
More follow-up	12%	-	-	25%	7%	20%	15%	-
More variety of services	6%	-	100%	-	13%	-	-	-
Improve medication availability	2%	-	-	25%	-	-	-	-
<b>BETTER STAFF (NET)</b>	<b>25%</b>	<b>29%</b>	<b>-</b>	<b>25%</b>	<b>7%</b>	<b>-</b>	<b>45%</b>	<b>-</b>
Better Staff / Therapist	10%	14%	-	25%	7%	-	10%	-
Better trained staff	10%	14%	-	-	-	-	20%	-
More Supportive / Helpful staff	6%	-	-	-	-	-	15%	-
Better communication / Updates / Education	10%	14%	-	-	7%	40%	5%	-
More funding	4%	-	-	-	-	-	10%	-
Faster service	4%	14%	-	-	7%	-	-	-
Base	52	7	1	4	15	5	20	0

Q23. What would improve the services here?



## CHILD'S COUNSELING AND TREATMENT

Six questions were asked about the child's treatment in the last 12 months. Five of them were the same as 2004. For these questions, the tracking results are shown in the Appendix. Questions related to the child's treatment included: 1) whether the child saw a medical doctor for health check up or because he/she was sick (Q33); 2) whether the child needed counseling or treatment right away (Q34); 3) whether the child was able to see someone as soon as desired for counseling or treatment needed right away (Q35); 4) number of times the child went to emergency room or crisis center for counseling or treatment (Q36); 5) rating for child's counseling or treatment (Q37); and 6) rating for the company that handled the child's benefits for counseling or treatment (Q38).

Almost 9 in 10 of the children saw a medical doctor in a clinic or office in the last 12 months. Eight percent of them went to emergency room only and a minority 5% did not see a medical doctor in the past year. Not surprisingly, younger children (12 or younger) were statistically more likely to go to a clinic to visit medical doctor. The same results were evident for the non-Quest sample (Exhibits 49 and 50).

EXHIBIT 49. HEALTH CHECK UP IN PAST YEAR (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
Yes, in a clinic or office	87%	89%	85%	85%	90%	96%	86%	82%
Yes, but only in a hospital emergency room	8%	7%	8%	8%	7%	4%	8%	10%
No	5%	2%	7%	7%	2%	-	6%	6%
Do not remember	1%	2%	-	-	2%	-	-	2%
Base	157	56	101	97	60	28	78	51

EXHIBIT 49. HEALTH CHECK UP IN PAST YEAR (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
Yes, in a clinic or office	87%	81%	79%	92%	92%	88%	86%	81%
Yes, but only in a hospital emergency room	8%	13%	11%	8%	4%	7%	7%	6%
No	5%	6%	5%	-	4%	5%	7%	13%
Do not remember	1%	-	5%	-	-	-	-	-
Base	157	16	19	26	24	42	14	16

EXHIBIT 49. HEALTH CHECK UP IN PAST YEAR (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
Yes, in a clinic or office	87%	85%	100%	87%	95%	50%
Yes, but only in a hospital emergency room	8%	8%	-	9%	-	50%
No	5%	6%	-	4%	5%	-
Do not remember	1%	1%	-	-	-	-
Base	157	80	2	53	20	2



EXHIBIT 49. HEALTH CHECK UP IN PAST YEAR (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
Yes, in a clinic or office	87%	74%	93%	86%	89%
Yes, but only in a hospital emergency room	8%	19%	4%	9%	5%
No	5%	7%	4%	5%	5%
Do not remember	1%	-	-	-	-
Base	157	43	109	117	37

EXHIBIT 49. HEALTH CHECK UP IN PAST YEAR (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		Caucasian	Black	Asian	Hawaiian	Other	Multiple	No Answer
Yes, in a clinic or office	87%	86%	100%	78%	89%	83%	88%	100%
Yes, but only in a hospital emergency room	8%	5%	-	11%	6%	9%	9%	-
No	5%	9%	-	11%	6%	4%	3%	-
Do not remember	1%	-	-	-	-	4%	-	-
Base	157	22	2	9	35	23	64	2

Q33: In the last 12 months, did your child see a medical doctor (or nurse) for a health check up or because he/she was sick.

EXHIBIT 50. HEALTH CHECK UP IN PAST YEAR (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
Yes, in a clinic or office	85%	82%	92%	100%	84%	82%
Yes, but only in a hospital emergency room	8%	9%	6%	-	9%	9%
No	7%	9%	3%	-	7%	9%
Base	101	65	36	12	56	33

EXHIBIT 50. HEALTH CHECK UP IN PAST YEAR (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
Yes, in a clinic or office	85%	90%	79%	94%	93%	83%	83%	72.7%
Yes, but only in a hospital emergency room	8%	-	14%	6%	7%	8%	8%	9%
No	7%	10%	7%	-	-	8%	8%	18%
Base	101	10	14	16	14	24	12	11

EXHIBIT 50. HEALTH CHECK UP IN PAST YEAR (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
Yes, in a clinic or office	85%	85%	100%	82%	90%	100%
Yes, but only in a hospital emergency room	8%	7%	-	12%	-	-
No	7%	7%	-	6%	10%	-
Base	101	55	1	34	10	1



EXHIBIT 50. HEALTH CHECK UP IN PAST YEAR (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
Yes, in a clinic or office	85%	71%	93%	82%	93%
Yes, but only in a hospital emergency room	8%	19%	3%	11%	-
No	7%	10%	4%	7%	7%
Base	101	31	67	72	29

EXHIBIT 50. HEALTH CHECK UP IN PAST YEAR (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawa- ian	Other	Multiple	No Answer
Yes, in a clinic or office	85%	81%	100%	75%	92%	78%	85%	100%
Yes, but only in a hospital emergency room	8%	6%	-	13%	4%	11%	10%	-
No	7%	13%	-	13%	4%	11%	5%	-
Base	101	16	1	8	26	9	39	2

Q33: In the last 12 months, did your child see a medical doctor (or nurse) for a health check up or because he/she was sick.

Seventy-three percent of the children needed counseling or treatment right away in the last twelve months. This happened more often for the Quest members, youth who were registered with the Maui family guidance center, or youth who received emergency services (statistically significant). For the non-Quest sample, the segments that were statistically more likely to request immediate counseling or treatment included males, those who were registered with the Maui family guidance center, or those who had received emergency services (Exhibits 51 and 52).

EXHIBIT 51. NEEDED COUNSELING OR TREATMENT RIGHT AWAY (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
Yes	73%	84%	67%	76%	66%	75%	76%	67%
No	28%	16%	33%	24%	34%	25%	24%	33%
Base	200	68	132	129	71	36	98	66

EXHIBIT 51. NEEDED COUNSELING OR TREATMENT RIGHT AWAY (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
Yes	73%	71%	64%	67%	78%	75%	89%	65%
No	28%	29%	36%	33%	22%	25%	11%	35%
Base	200	21	25	33	27	55	19	20

EXHIBIT 51. NEEDED COUNSELING OR TREATMENT RIGHT AWAY (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
Yes	73%	71%	67%	77%	65%	75%
No	28%	29%	33%	23%	35%	25%
Base	200	98	3	69	26	4



EXHIBIT 51. NEEDED COUNSELING OR TREATMENT RIGHT AWAY (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
Yes	73%	86%	67%	100%	-
No	28%	14%	33%	-	100%
Base	200	56	139	145	55

EXHIBIT 51. NEEDED COUNSELING OR TREATMENT RIGHT AWAY (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
Yes	73%	71%	67%	80%	70%	77%	71%	100%
No	28%	29%	33%	20%	30%	23%	29%	-
Base	200	31	3	10	43	31	79	3

Q34: In the last 12 months, did your child need counseling or treatment right away?

EXHIBIT 52. NEEDED COUNSELING OR TREATMENT RIGHT AWAY (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
Yes	67%	74%	52%	75%	69%	59%
No	33%	26%	48%	25%	31%	41%
Base	132	88	44	16	72	44

EXHIBIT 52. NEEDED COUNSELING OR TREATMENT RIGHT AWAY (NON-QUEST SAMPLE)								
Q34	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
Yes	67%	64%	60%	52%	73%	75%	87%	53%
No	33%	36%	40%	48%	27%	25%	13%	47%
Base	132	14	20	21	15	32	15	15

EXHIBIT 52. NEEDED COUNSELING OR TREATMENT RIGHT AWAY (NON-QUEST SAMPLE)						
Q34	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
Yes	67%	67%	100%	69%	53%	100%
No	33%	33%	-	31%	47%	-
Base	132	66	2	48	15	1

EXHIBIT 52. NEEDED COUNSELING OR TREATMENT RIGHT AWAY (NON-QUEST SAMPLE)					
Q34	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
Yes	67%	86%	57%	100%	-
No	33%	14%	43%	-	100%
Base	132	42	87	88	44

EXHIBIT 52. NEEDED COUNSELING OR TREATMENT RIGHT AWAY (NON-QUEST SAMPLE)								
Q34	Total	ETHNICITY						
		White	Black	Asian	Hawa-ian	Other	Multiple	No Answer
Yes	67%	62%	100%	78%	67%	75%	62%	100%
No	33%	38%	-	22%	33%	25%	38%	-
Base	132	21	2	9	33	12	52	3



Q34: In the last 12 months, did your child need counseling or treatment right away?

When the children needed counseling or treatment right away, 30% of them were always able to see someone as soon as their caregivers wanted and 19% of them were never able to.

Children who were registered with the Kauai family guidance center, those with emotional problems, or multi ethnic children, were more likely to report that they could “always” see someone when they needed counseling or treatment right away (statistically significant). On the other hand, significantly more Quest members reported that they were never able to get counseling or treatment right away. For the non-Quest sample, children who were registered with the Kauai family guidance center were significantly more likely to receive counseling or treatment right away when needed (statistically significant) (Exhibits 53 and 54).

EXHIBIT 53. SEE SOMEONE AS SOON AS YOU WANTED (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
Always	30%	6%	46%	32%	27%	27%	34%	25%
Usually	19%	11%	25%	21%	16%	15%	19%	23%
Sometimes	31%	37%	27%	28%	36%	31%	32%	30%
Never	19%	46%	2%	19%	20%	27%	15%	23%
Base	139	54	85	95	44	26	73	40

EXHIBIT 53. SEE SOMEONE AS SOON AS YOU WANTED (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
Always	30%	31%	47%	23%	26%	23%	29%	54%
Usually	19%	23%	7%	14%	16%	33%	24%	-
Sometimes	31%	8%	33%	32%	42%	25%	47%	31%
Never	19%	38%	13%	32%	16%	20%	-	15%
Base	139	13	15	22	19	40	17	13

EXHIBIT 53. SEE SOMEONE AS SOON AS YOU WANTED (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
Always	30%	24%	-	43%	19%	33%
Usually	19%	25%	50%	14%	13%	-
Sometimes	31%	30%	50%	25%	56%	-
Never	19%	21%	-	18%	13%	67%
Base	139	67	2	51	16	3

EXHIBIT 53. SEE SOMEONE AS SOON AS YOU WANTED (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
Always	30%	36%	28%	30%	-
Usually	19%	17%	22%	19%	-
Sometimes	31%	34%	26%	31%	-
Never	19%	13%	24%	19%	-
Base	139	47	88	139	0



EXHIBIT 53. SEE SOMEONE AS SOON AS YOU WANTED (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
Always	30%	29%	50%	38%	27%	13%	36%	67%
Usually	19%	29%	-	38%	31%	21%	9%	-
Sometimes	31%	24%	50%	25%	31%	42%	29%	33%
Never	19%	19%	-	-	12%	25%	25%	-
Base	139	21	2	8	26	24	55	3

Q35: In the last 12 months, when your child needed counseling or treatment right away, how often did your child see someone as soon as you wanted?

EXHIBIT 54. SEE SOMEONE AS SOON AS YOU WANTED (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
Always	46%	47%	43%	50%	49%	38%
Usually	25%	23%	30%	25%	22%	29%
Sometimes	27%	29%	22%	25%	24%	33%
Never	2%	2%	4%	-	4%	-
Base	85	62	23	12	49	24

EXHIBIT 54. SEE SOMEONE AS SOON AS YOU WANTED (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
Always	46%	50%	64%	45%	45%	35%	31%	75%
Usually	25%	38%	-	18%	18%	43%	31%	-
Sometimes	27%	-	36%	36%	36%	17%	38%	25%
Never	2%	13%	-	-	-	4%	-	-
Base	85	8	11	11	11	23	13	8

EXHIBIT 54. SEE SOMEONE AS SOON AS YOU WANTED (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
Always	46%	38%	-	59%	38%	100%
Usually	25%	31%	50%	19%	13%	-
Sometimes	27%	29%	50%	19%	50%	-
Never	2%	2%	-	3%	-	-
Base	85	42	2	32	8	1

EXHIBIT 54. SEE SOMEONE AS SOON AS YOU WANTED (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
Always	46%	43%	50%	46%	-
Usually	25%	20%	29%	25%	-
Sometimes	27%	31%	21%	27%	-
Never	2%	6%	-	2%	-
Base	85	35	48	85	0



EXHIBIT 54. SEE SOMEONE AS SOON AS YOU WANTED (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawa- ian	Other	Multiple	No Answer
Always	46%	38%	50%	43%	35%	33%	58%	67%
Usually	25%	46%	-	29%	35%	22%	13%	-
Sometimes	27%	15%	50%	29%	30%	33%	26%	33%
Never	2%	-	-	-	-	11%	3.2%	-
Base	85	13	2	7	20	9	31	3

Q35: In the last 12 months, when you r child needed counseling or treatment right away, how often did your child see someone as soon as you wanted?

For the total sample, 72% of the caregivers did not go to an emergency room or crisis center to get counseling or treatment for their children in the last twelve months. Youth were significantly less likely to visit an emergency room or crisis center if they were male children (76%), registered with the Windward family guidance center (81%), had behavioral problems (79%), did not receive urgent care (85%), or were of Other ethnicity (84%). Eighteen percent of the sample visited an emergency room or crisis center one or two times and 10% of them went three times or more in the last twelve months. Significantly more female children visited an emergency room or crisis center three times of more in the past year. For the non-Quest sample, children did not receive urgent care were also statistically less likely to visit an emergency room or crisis center whereas children who were 13 to 16 years old were statistically more likely to visit an emergency room or crisis center 3 times or more in the past year (Exhibits 55 and 56).

EXHIBIT 55. EMERGENCY ROOM OR CRISIS CENTER VISIT (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non- Quest	Male	Female	12 or Less	13 to 16	17 or More
None	72%	79%	67%	76%	63%	75%	66%	78%
1	10%	6%	12%	7%	16%	8%	13%	8%
2	8%	4%	10%	10%	4%	8%	8%	8%
3 or more	10%	10%	10%	6%	17%	8%	14%	6%
Base	197	68	129	127	70	36	96	65

EXHIBIT 55. EMERGENCY ROOM OR CRISIS CENTER VISIT (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono- lulu	Leeward	Wind ward	Hawaii	Maui	Kauai
None	72%	52%	69%	73%	81%	72%	69%	80%
1	10%	14%	12%	12%	7%	7%	13%	10%
2	8%	10%	8%	6%	4%	11%	6%	10%
3 or more	10%	24%	12%	9%	7%	9%	13%	-
Base	197	21	26	33	27	54	16	20

EXHIBIT 55. EMERGENCY ROOM OR CRISIS CENTER VISIT (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop- mental	Emotional	Excluded	Substance
None	72%	79%	33%	62%	73%	75%
1	10%	5%	33%	15%	12%	25%
2	8%	8%	33%	9%	4%	-
3 or more	10%	7%	-	15%	12%	-
Base	197	96	3	68	26	4



EXHIBIT 55. EMERGENCY ROOM OR CRISIS CENTER VISIT (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
None	72%	-	100%	66%	85%
1	10%	36%	-	11%	9%
2	8%	29%	-	11%	-
3 or more	10%	36%	-	12%	6%
Base	197	56	141	141	54

EXHIBIT 55. EMERGENCY ROOM OR CRISIS CENTER VISIT (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
None	72%	60%	33%	50%	72%	84%	75%	67%
1	10%	13%	-	20%	9%	6%	9%	33%
2	8%	13%	33%	-	9%	6%	6%	-
3 or more	10%	13%	33%	30%	9%	3%	9%	-
Base	197	30	3	10	43	31	77	3

Q36: In the last 12 months, how many times did you go to an emergency room or crisis center to get counseling or treatment for your child?

EXHIBIT 56. EMERGENCY ROOM OR CRISIS CENTER VISIT (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
None	67%	72%	59%	63%	62%	77%
1	12%	9%	18%	13%	13%	11%
2	10%	13%	4.5%	13%	10%	9%
3 or more	10%	6%	18%	13%	14%	2%
Base	129	85	44	16	69	44

EXHIBIT 56. EMERGENCY ROOM OR CRISIS CENTER VISIT (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
None	67%	57%	65%	71%	79%	56%	77%	80.0%
1	12%	14%	15%	14%	7%	13%	15%	7%
2	10%	7%	10%	5%	7%	16%	8%	13%
3 or more	10%	21%	10%	10%	7%	16%	-	-
Base	129	14	20	21	14	32	13	15

EXHIBIT 56. EMERGENCY ROOM OR CRISIS CENTER VISIT (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
None	67%	75%	-	62%	67%	-
1	12%	8%	50%	13%	20%	100%
2	10%	11%	50%	9%	7%	-
3 or more	10%	6%	-	17%	7%	-
Base	129	64	2	47	15	1



EXHIBIT 56. EMERGENCY ROOM OR CRISIS CENTER VISIT (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
None	67%	-	100%	58%	86%
1	12%	38%	-	14%	9%
2	10%	31%	-	15%	-
3 or more	10%	31%	-	13%	5%
Base	129	42	87	86	43

EXHIBIT 56. EMERGENCY ROOM OR CRISIS CENTER VISIT (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawa- ian	Other	Multiple	No Answer
None	67%	57%	-	56%	70%	73%	74%	67%
1	12%	14%	-	22%	12%	9%	10%	33%
2	10%	19%	50%	-	9%	9%	8%	-
3 or more	10%	10%	50%	22%	9%	9%	8%	-
Base	129	21	2	9	33	11	50	3

Q36: In the last 12 months, how many times did you go to an emergency room or crisis center to get counseling or treatment for your child?



## RATING OF COUNSELING OR TREATMENT

The rating for counseling or treatment was captured in question 37, with the worse counseling or treatment possible rated 0 and best counseling or treatment possible rated 10.

The mean score for the counseling or treatment rating was 7.3 for the total sample and 7.0 for the non-Quest sample. Twenty-seven percent of the total sample rated full score and 24% of the non-Quest sample rated full score. Forty-one percent of the total sample caregivers and 37% of the caregivers in non-Quest sample rated 9 or 10. About 27% of the total sample caregivers and 30% of the caregivers in non-Quest sample rated 5 or lower (Exhibits 57 to 59).

The mean ratings of counseling by caregivers of children who were registered with Central Oahu or Leeward family guidance centers, who did not receive emergency services, or who were multi or Other ethnic were significantly higher. Although the mean ratings were not statistically lower, significantly more caregivers of non-Quest children or those who went to emergency room rated the counseling low at 0 to 5 (30% and 36%, respectively) (Exhibit 58).

For the non-Quest sample, caregivers of children who were registered with the Leeward family guidance center rated their counseling significantly higher (Exhibit 60).

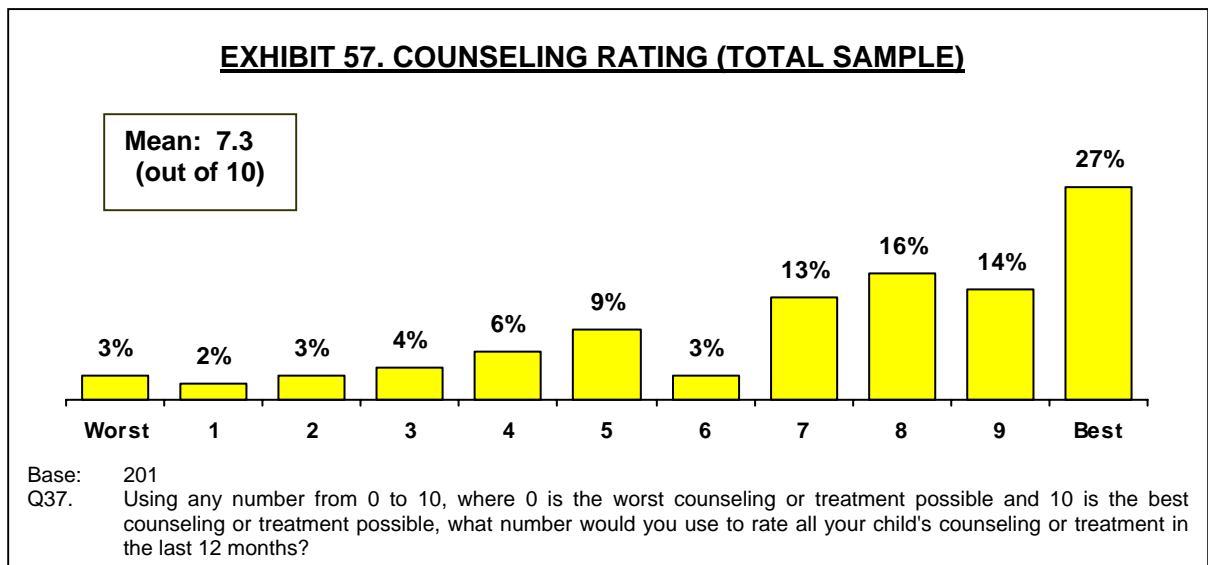


EXHIBIT 58. RATING OF COUNSELING (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
Best counseling or treatment Possible	27%	33%	24%	28%	25%	36%	24%	27%
9	14%	16%	13%	11%	20%	11%	16%	12%
8	16%	13%	18%	18%	14%	19%	15%	17%
7	13%	17%	11%	14%	11%	14%	16%	8%
6	3%	3%	4%	5%	1%	3%	2%	6%
5	9%	6%	10%	9%	7%	8%	9%	8%
4	6%	3%	7%	6%	4%	3%	6%	6%
3	4%	3%	5%	3%	6%	-	4%	6%
2	3%	1%	4%	3%	4%	3%	4%	3%
1	2%	-	2%	2%	1%	-	-	5%
Worst counseling or treatment Possible	3%	4%	2%	2%	6%	3%	3%	3%
Average	7.3	7.7	7.0	7.4	7.1	7.9	7.2	7.0
Top Box	41%	49%	37%	39%	45%	47%	40%	39%
Mid Box	32%	33%	33%	36%	27%	36%	33%	30%
Bottom Box	27%	17%	30%	25%	28%	17%	26%	30%
Base	201	69	132	130	71	36	99	66

EXHIBIT 58. RATING OF COUNSELING (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
Best counseling or treatment Possible	27%	48%	28%	33%	29%	20%	16%	25%
9	14%	14%	8%	9%	14%	25%	5%	5%
8	16%	10%	20%	24%	14%	15%	5%	25%
7	13%	14%	12%	15%	7%	9%	26%	15%
6	3%	-	4%	3%	4%	4%	11%	-
5	9%	5%	4%	12%	11%	5%	11%	15%
4	6%	-	4%	-	7%	11%	5%	5%
3	4%	-	12%	3%	4%	2%	5%	5%
2	3%	-	4%	-	4%	7%	5%	-
1	2%	5%	-	-	-	2%	5%	-
Worst counseling or treatment Possible	3%	5%	4%	-	7%	-	5%	5%
Average	7.3	8.1	7.0	8.0	7.0	7.2	6.0	7.1
Top Box	41%	62%	36%	42%	43%	45%	21%	30%
Mid Box	32%	24%	36%	42%	25%	27%	42%	40%
Bottom Box	27%	14%	28%	15%	32%	27%	37%	30%
Base	201	21	25	33	28	55	19	20



EXHIBIT 58. RATING OF COUNSELING (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
Best counseling or treatment Possible	27%	27%	67%	26%	27%	50%
9	14%	15%	-	13%	15%	-
8	16%	17%	-	20%	4%	25%
7	13%	11%	33%	14%	15%	-
6	3%	4%	-	3%	-	25%
5	9%	8%	-	7%	15%	-
4	6%	6%	-	6%	4%	-
3	4%	5%	-	3%	4%	-
2	3%	2%	-	3%	12%	-
1	2%	2%	-	-	4%	-
Worst counseling or treatment Possible	3%	2%	-	6%	-	-
Average	7.3	7.3	9.0	7.2	6.8	8.5
Top Box	41%	42%	67%	39%	42%	50%
Mid Box	32%	33%	33%	37%	19%	50%
Bottom Box	27%	26%	-	24%	38%	-
Base	201	98	3	70	26	4

EXHIBIT 58. RATING OF COUNSELING (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
Best counseling or treatment Possible	27%	24%	30%	28%	25%
9	14%	11%	15%	11%	22%
8	16%	11%	18%	18%	13%
7	13%	13%	13%	15%	7%
6	3%	5%	3%	3%	4%
5	9%	7.3%	9%	7%	13%
4	6%	11%	3%	5%	7%
3	4%	4%	4%	4%	4%
2	3%	5%	2%	5%	-
1	2%	2%	1%	2%	-
Worst counseling or treatment Possible	3%	7%	1%	2%	5%
Average	7.3	6.5	7.6	7.2	7.3
Top Box	41%	35%	45%	39%	47%
Mid Box	32%	29%	35%	36%	24%
Bottom Box	27%	36%	21%	25%	29%
Base	201	55	141	144	55



EXHIBIT 58. RATING OF COUNSELING (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
Best counseling or treatment Possible	27%	45%	-	-	19%	31%	29%	-
9	14%	3%	-	-	19%	19%	14%	67%
8	16%	13%	-	56%	21%	3%	18%	-
7	13%	6%	-	22%	5%	22%	15%	33%
6	3%	-	-	-	7%	-	5%	-
5	9%	6%	33%	22%	14%	9%	4%	-
4	6%	6%	33%	-	2%	6%	6%	-
3	4%	-	33%	-	2%	9%	4%	-
2	3%	13%	-	-	7%	-	-	-
1	2%	-	-	-	-	-	4%	-
Worst counseling or treatment Possible	3%	6%	-	-	5%	-	3%	-
Average	7.3	7.1	4.0	7.1	7.0	7.6	7.5	8.3
Top Box	41%	48%	-	-	37%	50%	43%	67%
Mid Box	32%	19%	-	78%	33%	25%	38%	33%
Bottom Box	27%	32%	100%	22%	30%	25%	20%	-
Base	201	31	3	9	43	32	80	3

Q37: Using a number from 1 to 10, where 0 is the worst counseling or treatment possible and 10 is the best counseling or treatment possible, what number would you use to rate all of your counseling or treatment in the last 12 months.

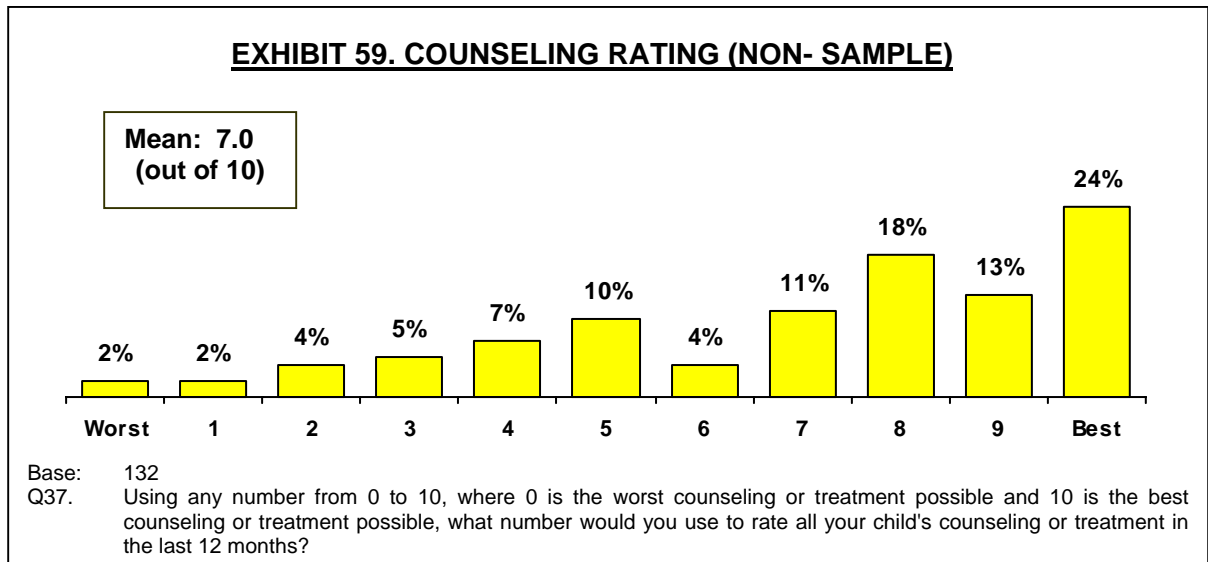


EXHIBIT 60. RATING OF COUNSELING (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
Best counseling or treatment Possible	24%	25%	23%	31%	22%	25%
9	13%	8%	23%	6%	15%	11%
8	18%	19%	16%	31%	18%	14%
7	11%	14%	5%	13%	13%	7%
6	4%	4.5%	2%	-	3%	7%
5	10%	9%	11%	6%	10%	11%
4	7%	8%	5%	6%	6%	9%
3	5%	5%	5%	-	6%	5%
2	4%	5%	5%	6%	6%	2%
1	2%	2%	2%	-	-	7%
Worst counseling or treatment Possible	2%	1%	5%	-	3%	2%
Average	7.0	7.0	7.0	7.8	7.1	6.7
Top Box	37%	33%	45%	38%	38%	36%
Mid Box	33%	38%	23%	44%	33%	27%
Bottom Box	30%	30%	32%	19%	29%	36%
Base	132	88	44	16	72	44

EXHIBIT 60. RATING OF COUNSELING (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
Best counseling or treatment Possible	24%	50%	25%	29%	20%	13%	20%	27%
9	13%	7%	10%	14%	7%	25%	7%	7%
8	18%	14%	25%	33%	13%	16%	-	20%
7	11%	14%	5%	5%	13%	6%	33%	7%
6	4%	-	5%	-	7%	3%	13%	-
5	10%	7%	5%	14%	13%	6%	7%	20%
4	7%	-	5%	-	7%	16%	7%	7%
3	5%	-	10%	5%	7%	-	7%	7%
2	4%	-	5%	-	7%	13%	-	-
1	2%	7%	-	-	-	3%	7%	-
Worst counseling or treatment Possible	2%	-	5%	-	7%	-	-	7%
Average	7.0	8.2	6.9	8.0	6.3	6.6	6.6	6.8
Top Box	37%	57%	35%	43%	27%	38%	27%	33%
Mid Box	33%	29%	35%	38%	33%	25%	47%	27%
Bottom Box	30%	14%	30%	19%	40%	38%	27%	40%
Base	132	14	20	21	15	32	15	15



EXHIBIT 60. RATING OF COUNSELING (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotio-nal	Excluded	Sub-stance
Best counseling or treatment Possible	24%	21%	50%	25%	27%	100%
9	13%	14%	-	13%	13%	-
8	18%	20%	-	21%	7%	-
7	11%	11%	50%	10%	7%	-
6	4%	5%	-	4%	-	-
5	10%	8%	-	10%	20%	-
4	7%	9%	-	4%	7%	-
3	5%	8%	-	2%	-	-
2	4%	3%	-	4%	13%	-
1	2%	3%	-	-	7%	-
Worst counseling or treatment Possible	2%	-	-	6%	-	-
Average	7.0	7.0	8.5	7.1	6.5	10.0
Top Box	37%	35%	50%	38%	40%	100%
Mid Box	33%	35%	50%	35%	13%	-
Bottom Box	30%	30%	-	27%	47%	-
Base	132	66	2	48	15	1

EXHIBIT 60. RATING OF COUNSELING (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
Best counseling or treatment Possible	24%	26%	24%	23%	27%
9	13%	10%	14%	9%	20%
8	18%	10%	23%	20%	14%
7	11%	12%	10%	11%	9%
6	4%	5%	3%	5%	2%
5	10%	10%	10%	8.0%	14%
4	7%	10%	4.6%	6.8%	6.8%
3	5%	5%	3%	6%	2%
2	4%	7%	3%	7%	-
1	2%	2%	2%	3%	-
Worst counseling or treatment Possible	2%	5%	1%	1%	5%
Average	7.0	6.5	7.3	6.8	7.5
Top Box	37%	36%	38%	32%	48%
Mid Box	33%	26%	37%	36%	25%
Bottom Box	30%	38%	25%	32%	27%
Base	132	42	87	88	44



EXHIBIT 60. RATING OF COUNSELING (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawa- ian	Other	Multiple	No Answer
Best counseling or treatment Possible	24%	48%	-	-	18%	25%	25%	-
9	13%	5%	-	-	21%	17%	10%	67%
8	18%	10%	-	56%	21%	-	19%	-
7	11%	5%	-	22%	6%	8.3%	13%	33%
6	4%	-	-	-	6%	-	6%	-
5	10%	9.5%	50%	22%	12%	17%	4%	-
4	7%	4.8%	50%	-	3%	17%	8%	-
3	5%	-	-	-	3%	17%	6%	-
2	4%	14%	-	-	9%	-	-	-
1	2%	-	-	-	-	-	6%	-
Worst counseling or treatment Possible	2%	5%	-	-	-	-	4%	-
Average	7.0	7.2	4.5	7.1	7.2	6.6	6.9	8.3
Top Box	37%	52%	-	-	39%	42%	35%	67%
Mid Box	33%	14%	-	78%	33%	8%	38%	33%
Bottom Box	30%	33%	100%	22%	27%	50%	27%	-
Base	132	21	2	9	33	12	52	3

Q37: Using a number from 1 to 10, where 0 is the worst counseling or treatment possible and 10 is the best counseling or treatment possible, what number would you use to rate all of your counseling or treatment in the last 12 months.



## RATING OF COMPANY THAT HANDLED BENEFITS

The rating for the company that handled members' benefits for counseling or treatment was captured in question 38. The rating scale ranged from 0 with the worse possible company and 10 with the best possible company.

The mean score for company that handled benefits rating was 7.4 for the total sample and 7.2 for the non-Quest sample. Almost half of the caregivers in the total sample (47%) and the non-Quest sample (46%) rated the company at 9 or above. About one-quarter of them rated at 5 or lower (Exhibits 61 and 63).

Caregivers of children who were registered with the Leeward family guidance center, those who did not receive emergency services, or who were Asian or multi ethnic rated the company significantly higher. For the non-Quest sample, caregivers of children who were registered with the Leeward family guidance center or who were Asian also rated the company significantly higher (Exhibits 62 and 64).

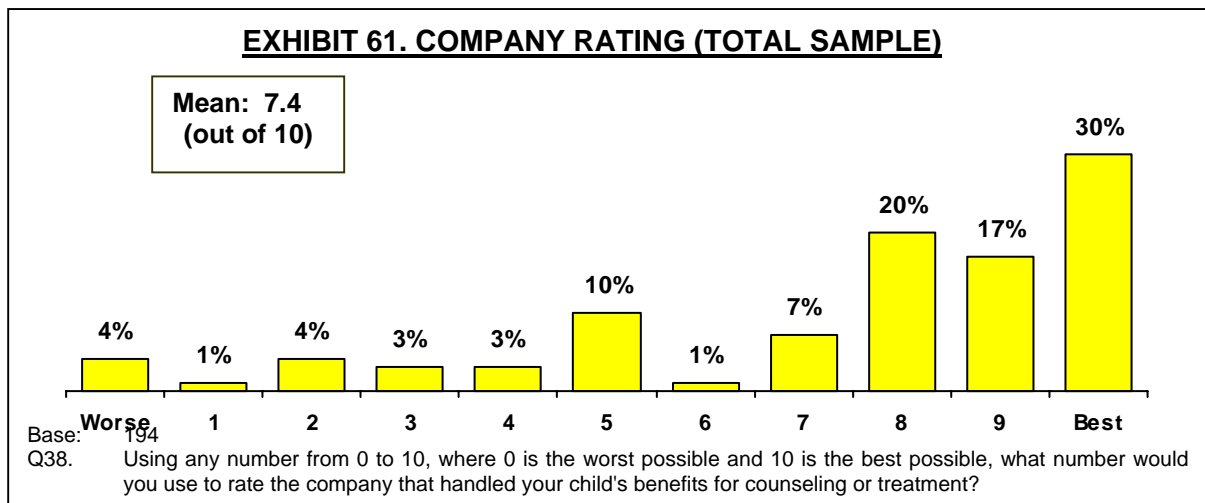


EXHIBIT 62. RATING OF COMPANY (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
Best Possible	30%	38%	26%	30%	29%	31%	27%	33%
9	16%	10%	20%	16%	18%	9%	22%	13%
8	20%	22%	18%	21%	18%	26%	17%	20%
7	7%	10%	5%	7%	6%	9%	9%	2%
6	2%	-	2%	2%	-	-	2%	2%
5	10%	10%	11%	11%	9%	14%	8%	11%
4	3%	-	5%	4%	1%	-	3%	5%
3	3%	8%	-	1%	6%	3%	2%	3%
2	4%	-	6%	3%	6%	-	6%	3%
1	2%	-	2%	2%	1%	3%	-	3%
Worst Possible	4%	3%	5%	3%	6%	6%	2%	6%
Average	7.4	7.8	7.2	7.6	7.2	7.4	7.6	7.2
Top Box	46%	48%	46%	46%	47%	40%	49%	45%
Mid Box	28%	32%	26%	30%	24%	34%	28%	23%
Bottom Box	26%	21%	28%	24%	29%	26%	22%	31%
Base	194	63	131	126	68	35	95	64

EXHIBIT 62. RATING OF COMPANY (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
Best Possible	30%	50%	32%	41%	30%	25%	11%	20%
9	16%	10%	8%	16%	22%	27%	6%	10%
8	20%	15%	16%	25%	22%	15%	28%	20%
7	7%	5%	4%	3%	4%	8%	11%	15%
6	2%	-	4%	-	-	-	6%	5%
5	10%	5%	12%	13%	11%	6%	22%	10%
4	3%	5%	-	-	-	6%	6%	5%
3	3%	-	8%	-	4%	4%	-	-
2	4%	-	8%	3%	4%	6%	-	5%
1	2%	5%	-	-	-	2%	6%	-
Worst Possible	4%	5%	8%	-	4%	2%	6%	10%
Average	7.4	8.0	6.7	8.4	7.7	7.5	6.3	6.7
Top Box	46%	60%	40%	56%	52%	52%	17%	30%
Mid Box	28%	20%	24%	28%	26%	23%	44%	40%
Bottom Box	26%	20%	36%	16%	22%	25%	39%	30%
Base	194	20	25	32	27	52	18	20



EXHIBIT 62. RATING OF COMPANY (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Developmental	Emotional	Excluded	Substance
Best Possible	30%	31%	67%	27%	27%	50%
9	16%	16%	-	18%	12%	50%
8	20%	23%	33%	16%	15%	-
7	7%	5%	-	10%	4%	-
6	2%	1%	-	3%	-	-
5	10%	10%	-	9%	19%	-
4	3%	4%	-	1%	4%	-
3	3%	-	-	4%	8%	-
2	4%	4%	-	4%	4%	-
1	2%	2%	-	-	4%	-
Worst Possible	4%	3%	-	6%	4%	-
Average	7.4	7.6	9.3	7.3	6.7	9.5
Top Box	46%	47%	67%	45%	38%	100%
Mid Box	28%	30%	33%	30%	19%	-
Bottom Box	26%	23%	-	25%	42%	-
Base	194	94	3	67	26	4

EXHIBIT 62. RATING OF COMPANY (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
Best Possible	30%	29%	31%	30%	28%
9	16%	11%	18%	14%	22%
8	20%	16%	21%	20%	20%
7	7%	4%	8%	7%	6%
6	2%	2%	1%	1%	2%
5	10%	11%	10%	9%	11%
4	3%	7%	1%	4%	2%
3	3%	4%	2%	2%	4%
2	4%	5%	4%	6%	-
1	2%	4%	1%	2%	-
Worst Possible	4%	7%	3%	4%	6%
Average	7.4	6.7	7.7	7.3	7.6
Top Box	46%	40%	49%	45%	50%
Mid Box	28%	22%	31%	28%	28%
Bottom Box	26%	38%	21%	27%	22%
Base	194	55	136	138	54



EXHIBIT 62. RATING OF COMPANY (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
Best Possible	30%	50%	-	10%	17%	33%	32%	-
9	16%	3%	-	50%	22%	10%	16%	67%
8	20%	17%	-	20%	29%	7%	21%	33%
7	7%	3%	-	-	2%	13%	9%	-
6	2%	3%	-	-	-	-	3%	-
5	10%	7%	33%	20%	12%	17%	6%	-
4	3%	-	33%	-	2%	3%	4%	-
3	3%	3%	33%	-	-	7%	1%	-
2	4%	7%	-	-	7%	7%	1%	-
1	2%	-	-	-	2%	-	3%	-
Worst Possible	4%	7%	-	-	5%	3%	4%	-
Average	7.4	7.6	4.0	8.1	7.1	7.0	7.7	8.7
Top Box	46%	53%	-	60%	39%	43%	48%	67%
Mid Box	28%	23%	-	20%	32%	20%	32%	33%
Bottom Box	26%	23%	100%	20%	29%	37%	19%	-
Base	194	30	3	10	41	30	77	3

Q38: Using a number from 0 to 10, where 0 is the worst possible and 10 is the best possible, what number would you use to rate the company that handled your child's benefits for counseling or treatment?

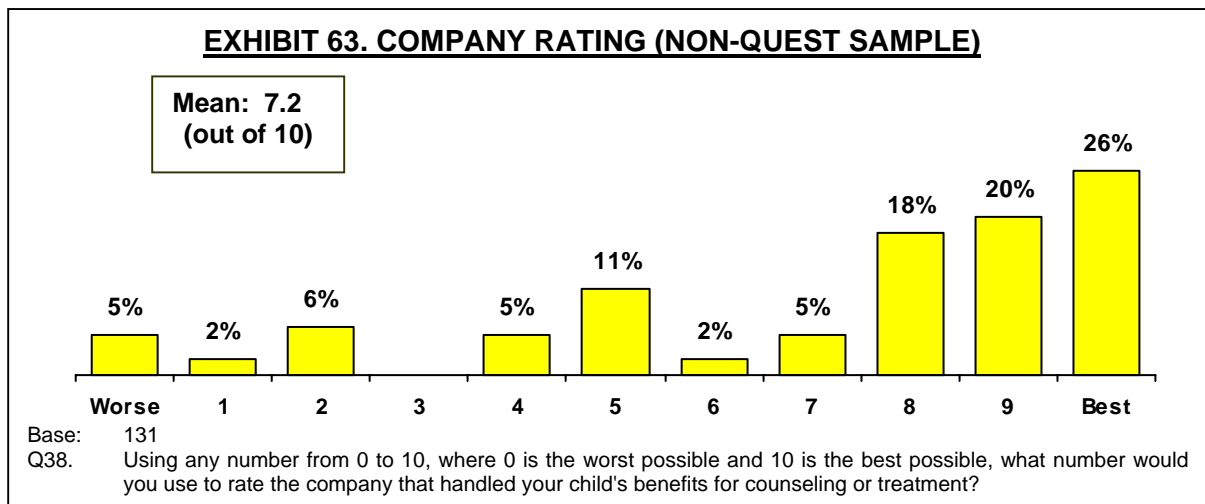


EXHIBIT 64. RATING OF COMPANY (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
Best Possible	26%	25%	28%	25%	25%	28%
9	20%	18%	23%	13%	26%	12%
8	18%	18%	19%	25%	15%	21%
7	5%	7%	2%	13%	6%	2%
6	2%	3%	-	-	3%	2%
5	11%	11%	9%	13%	10%	12%
4	5%	6%	2%	-	4%	7%
3	-	-	-	-	-	-
2	6%	5%	9%	-	8%	5%
1	2%	2%	2%	6%	-	5%
Worst Possible	5%	5%	5%	6%	3%	7%
Average	7.2	7.2	7.3	7.2	7.5	6.8
Top Box	46%	43%	51%	38%	51%	40%
Mid Box	26%	28%	21%	38%	24%	26%
Bottom Box	28%	28%	28%	25%	25%	35%
Base	131	88	43	16	72	43

EXHIBIT 64. RATING OF COMPANY (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
Best Possible	26%	50%	26%	38%	20%	19%	13%	20%
9	20%	7%	11%	19%	33%	34%	7%	13%
8	18%	14%	21%	24%	20%	13%	27%	13%
7	5%	7%	5%	-	7%	3%	13%	7%
6	2%	-	5%	-	-	-	7%	7%
5	11%	7%	11%	14%	7%	6%	20%	13%
4	5%	7%	-	-	-	9%	7%	7%
3	-	-	-	-	-	-	-	-
2	6%	-	11%	5%	7%	9%	-	7%
1	2%	7%	-	-	-	3%	7%	-
Worst Possible	5%	-	11%	-	7%	3%	-	13%
Average	7.2	8.0	6.7	8.2	7.5	7.1	6.7	6.2
Top Box	46%	57%	37%	57%	53%	53%	20%	33%
Mid Box	26%	21%	32%	24%	27%	16%	47%	27%
Bottom Box	28%	21%	32%	19%	20%	31%	33%	40%
Base	131	14	19	21	15	32	15	15



EXHIBIT 64. RATING OF COMPANY (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Developmental	Emotional	Excluded	Substance
Best Possible	26%	26%	50%	26%	20%	100%
9	20%	20%	-	21%	20%	-
8	18%	18%	50%	17%	20%	-
7	5%	6%	-	6%	-	-
6	2%	2%	-	4%	-	-
5	11%	11%	-	11%	13%	-
4	5%	6%	-	2%	7%	-
3	-	-	-	-	-	-
2	6%	6%	-	6%	7%	-
1	2%	3%	-	-	7%	-
Worst Possible	5%	3%	-	6%	7%	-
Average	7.2	7.2	9.0	7.3	6.5	10.0
Top Box	46%	45%	50%	47%	40%	100%
Mid Box	26%	26%	50%	28%	20%	-
Bottom Box	28%	29%	-	26%	40%	-
Base	131	66	2	47	15	1

EXHIBIT 64. RATING OF COMPANY (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
Best Possible	26%	31%	24%	25%	27%
9	20%	14%	21%	18%	23%
8	18%	12%	22%	16%	23%
7	5%	2%	7%	5%	7%
6	2%	2%	2%	2%	2%
5	11%	12%	9%	10%	11%
4	5%	10%	2%	6%	2%
3	-	-	-	-	-
2	6%	7%	6%	9%	-
1	2%	5%	1%	3%	-
Worst Possible	5%	5%	5%	5%	5%
Average	7.2	6.8	7.4	6.9	7.9
Top Box	46%	45%	45%	44%	50%
Mid Box	26%	17%	31%	23%	32%
Bottom Box	28%	38%	23%	33%	18%
Base	131	42	86	87	44



EXHIBIT 64. RATING OF COMPANY (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
Best Possible	26%	52%	-	-	18%	25%	27%	-
9	20%	5%	-	56%	24%	17%	16%	67%
8	18%	10%	-	22%	27%		20%	33%
7	5%	5%	-	-	3%	8%	8%	-
6	2%	5%	-	-	-	-	4%	-
5	11%	10%	50%	22%	9%	17%	8%	-
4	5%	-	50%	-	3%	8%	6%	-
3	-	-	-	-	-	-	-	-
2	6%	10%	-	-	9%	17%	2%	-
1	2%	-	-	-	3%	-	4%	-
Worst Possible	5%	5%	-	-	3%	8%	6%	-
Average	7.2	7.7	4.5	7.9	7.2	6.1	7.2	8.7
Top Box	46%	57%	-	56%	42%	42%	43%	67%
Mid Box	26%	19%	-	22%	30%	8%	31%	33%
Bottom Box	28%	24%	100%	22%	27%	50%	25%	-
Base	131	21	2	9	33	12	51	3

Q38: Using a number from 0 to 10, where 0 is the worst possible and 10 is the best possible, what number would you use to rate the company that handled your child's benefits for counseling or treatment?



## LEAST RESTRICTIVE SERVICES

About 2 in 5 caregivers (39%) were always offered the least restrictive services and 16% of them were never offered the least restrictive services.

The caregivers of children who were registered with the Central Oahu family guidance center (63%), who did not request urgent care (53%), or who were White (52%), were statistically more likely to report that they were always offered the least restrictive services; whereas significantly more caregivers of Quest members, children who were registered with Windward or Hawaii family guidance centers, who requested urgent care, or who were Hawaiian, were never offered the services. For the non-Quest sample, caregivers of the following segments were statistically more likely to be offered the least restrictive services: those who were registered with the Central Oahu family guidance center, those who did not have urgent care, or those who were White or Hawaiian (Exhibits 65 and 66).

EXHIBIT 65. LEAST RESTRICTIVE SERVICES (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
Always	39%	39%	39%	40%	37%	39%	35%	45%
Usually	28%	25%	29%	27%	28%	22%	32%	23%
Sometimes	17%	9%	21%	17%	16%	14%	18%	17%
Never	16%	27%	11%	15%	19%	25%	14%	15%
Base	189	67	122	121	68	36	93	60

EXHIBIT 65. LEAST RESTRICTIVE SERVICES (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
Always	39%	63%	38%	44%	38%	31%	38%	32%
Usually	28%	16%	27%	31%	23%	29%	31%	32%
Sometimes	17%	16%	31%	9%	8%	22%	13%	16%
Never	16%	5%	4%	16%	31%	18%	19%	21%
Base	189	19	26	32	26	51	16	19

EXHIBIT 65. LEAST RESTRICTIVE SERVICES (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Developmental	Emotional	Excluded	Substance
Always	39%	37%	100%	38%	42%	50%
Usually	28%	26%	-	28%	33%	50%
Sometimes	17%	22%	-	14%	13%	-
Never	16%	16%	-	20%	13%	-
Base	189	93	3	65	24	4



EXHIBIT 65. LEAST RESTRICTIVE SERVICES (TOTAL SAMPLE)					
		EMERGENCY ROOM		URGENT CARE	
	TOTAL	Yes	No	Yes	No
Always	39%	37%	39%	35%	53%
Usually	28%	19%	32%	27%	27%
Sometimes	17%	26%	14%	18%	16%
Never	16%	19%	16%	21%	4%
Base	189	54	133	136	51

EXHIBIT 65. LEAST RESTRICTIVE SERVICES (TOTAL SAMPLE)								
		ETHNICITY						
	TOTAL	White	Black	Asian	Hawaiian	Other	Multiple	No Answer
Always	39%	52%	33%	20%	37%	44%	35%	100%
Usually	28%	23%	33%	40%	22%	26%	32%	-
Sometimes	17%	13%	33%	30%	17%	22%	15%	-
Never	16%	13%	-	10%	24%	7%	19%	-
Base	189	31	3	10	41	27	75	2

Q39: In the last 12 months, how often did the people your child saw for counseling or treatment offer you the least restrictive services for your child?

EXHIBIT 66. LEAST RESTRICTIVE SERVICES (NON-QUEST SAMPLE)						
		GENDER		CHILD'S AGE		
	Total	Male	Female	12 or Less	13 to 16	17 or More
Always	39%	38%	43%	50%	34%	44%
Usually	29%	29%	29%	19%	36%	21%
Sometimes	21%	23%	19%	19%	21%	23%
Never	11%	11%	10%	13%	9%	13%
Base	122	80	42	16	67	39

EXHIBIT 66. LEAST RESTRICTIVE SERVICES (NON-QUEST SAMPLE)								
		FAMILY GUIDANCE CENTER						
	Total	Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
Always	39%	62%	35%	50%	54%	24%	31%	36%
Usually	29%	23%	25%	30%	23%	34%	31%	29%
Sometimes	21%	15%	35%	10%	15%	28%	15%	21%
Never	11%	-	5%	10%	8%	14%	23%	14%
Base	122	13	20	20	13	29	13	14

EXHIBIT 66. LEAST RESTRICTIVE SERVICES (NON-QUEST SAMPLE)						
		PRIMARY PROBLEM				
	Total	Behavioral	Developmental	Emotional	Excluded	Substance
Always	39%	34%	100%	42%	42%	100%
Usually	29%	29%	-	31%	25%	-
Sometimes	21%	26%	-	16%	25%	-
Never	11%	11%	-	11%	8%	-
Base	122	62	2	45	12	1



EXHIBIT 66. LEAST RESTRICTIVE SERVICES (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
Always	39%	34%	41%	32%	55%
Usually	29%	20%	34%	30%	25%
Sometimes	21%	29%	18%	24%	15%
Never	11%	17%	8%	13%	5%
Base	122	41	80	82	40

EXHIBIT 66. LEAST RESTRICTIVE SERVICES (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
Always	39%	52%	50%	11%	42%	33%	35%	100%
Usually	29%	19%	-	44%	16%	11%	44%	-
Sometimes	21%	19%	50%	33%	19%	56%	15%	-
Never	11%	10%	-	11%	23%	-	6%	-
Base	122	21	2	9	31	9	48	2

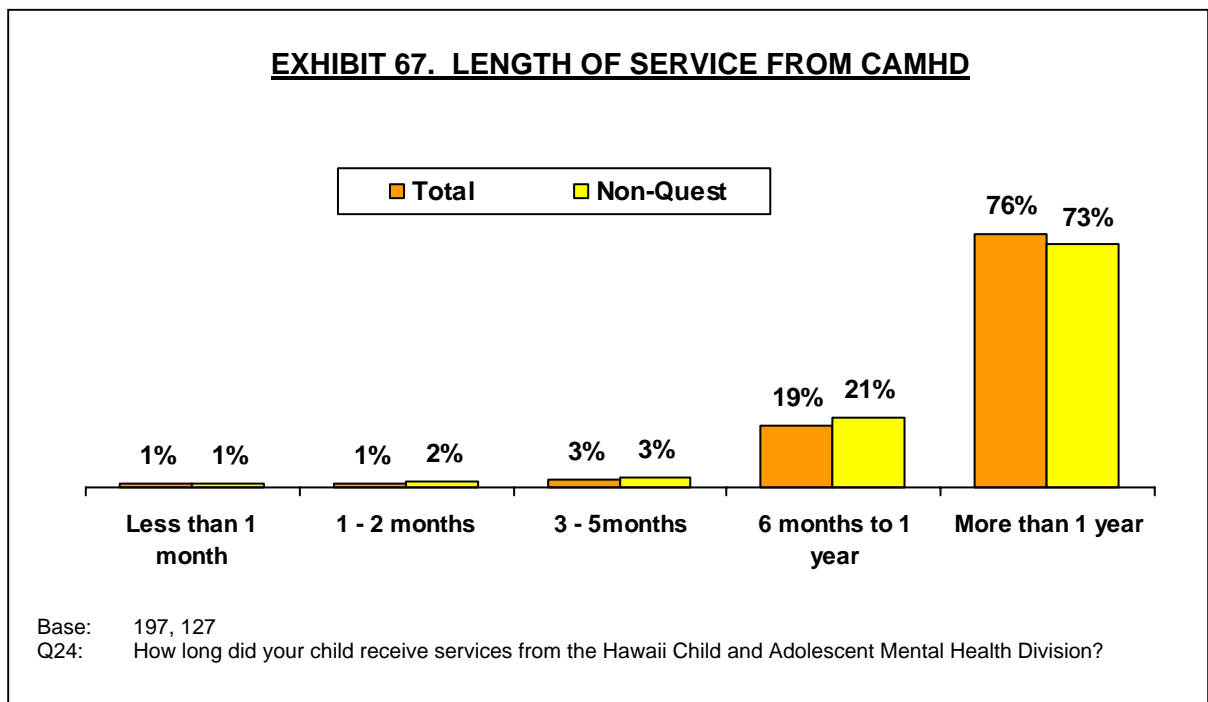
Q39: In the last 12 months, how often did the people your child saw for counseling or treatment offer you the least restrictive services for your child?



## CHILD'S CURRENT CONDITION

Nine questions were asked related to the child's current condition. These questions included the length of relationship with CHMHD, child's living situation, medication, whether the child had any legal problems, and child's school attendance.

Three in 4 youth received services from CAMHD for more than a year; another 1 in 5 had the services for 6 months to a year and a minority 6% with less than 6 months. A similar pattern existed for the non-Quest sample (Exhibit 67).



Three in 4 youth were still receiving services from CAMHD. Significantly more children who were registered with the Windward family guidance center or those who were Hawaiian were still receiving services whereas older youth (17 or older) or those who were registered with Central Oahu or Honolulu family guidance centers were not. For the non-Quest sample, significantly more younger youth (16 or younger), those who were registered with the Hawaii family guidance center, or those who were Hawaiian were still receiving CAMHD services, whereas older youth (17 or more), those who were registered with the Honolulu family guidance center, or those who were Asian or multi ethnic were not (Exhibits 68 and 69).

EXHIBIT 68. STILL RECEIVING SERVICES (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
Yes	77%	76%	77%	76%	77%	80%	84%	64%
No	23%	24%	23%	24%	23%	20%	16%	36%
Base	196	70	126	127	69	35	95	66



EXHIBIT 68. STILL RECEIVING SERVICES (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
Yes	77%	65%	67%	75%	89%	81%	72%	79%
No	23%	35%	33%	25%	11%	19%	28%	21%
Base	196	20	27	32	28	52	18	19

EXHIBIT 68. STILL RECEIVING SERVICES (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
Yes	77%	77%	100%	75%	77%	75%
No	23%	23%	-	25%	23%	25%
Base	196	95	3	68	26	4

EXHIBIT 68. STILL RECEIVING SERVICES (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
Yes	77%	75%	77%	80%	68%
No	23%	25%	23%	20%	32%
Base	196	53	138	140	53

EXHIBIT 68. STILL RECEIVING SERVICES (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
Yes	77%	81%	67%	50%	86%	73%	74%	100%
No	23%	19%	33%	50%	14%	27%	26%	-
Base	196	31	3	10	42	30	77	3

Q25: Is your child still getting services from the Hawaii Child and Adolescent Mental Health Division?

EXHIBIT 69. STILL RECEIVING SERVICES (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
Yes	77%	75%	80%	93%	83%	62%
No	23%	25%	20%	7%	17%	38%
Base	126	85	41	15	69	42

EXHIBIT 69. STILL RECEIVING SERVICES (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
Yes	77%	62%	65%	80%	80%	90%	79%	71%
No	23%	38%	35%	20%	20%	10%	21%	29%
Base	126	13	20	20	15	30	14	14

EXHIBIT 69. STILL RECEIVING SERVICES (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
Yes	77%	79%	100%	72%	79%	100%
No	23%	21%	-	28%	21%	-
Base	126	62	2	47	14	1



EXHIBIT 69. STILL RECEIVING SERVICES (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
Yes	77%	79%	75%	81%	69%
No	23%	21%	25%	19%	31%
Base	126	39	85	84	42

EXHIBIT 69. STILL RECEIVING SERVICES (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawa- ian	Other	Multiple	No Answer
Yes	77%	81%	100%	56%	91%	67%	70%	100%
No	23%	19%	-	44%	9%	33%	30%	-
Base	126	21	2	9	32	9	50	3

Q25: Is your child still getting services from the Hawaii Child and Adolescent Mental Health Division?

Three in 5 children (60%) were still living with the caregivers. Significantly more male children were still living with their caregivers (65%), versus only 50% for females. Not surprisingly, younger children (12 or younger) were statistically more likely to be living with their caregivers. Also those youth who were registered with Central Oahu or Windward family guidance centers, or those who were multi ethnic were more likely to be living with their caregivers. For the non-Quest sample, those who were significantly more likely to be living with their caregivers included males or children who were 12 or younger (Exhibits 70 and 71).

EXHIBIT 70. CHILD LIVING WITH CAREGIVER (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
Yes	60%	61%	59%	65%	50%	77%	58%	53%
No	40%	39%	41%	35%	50%	23%	42%	47%
Base	201	71	130	131	70	35	98	68

EXHIBIT 70 CHILD LIVING WITH CAREGIVER (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
Yes	60%	81%	63%	53%	71%	50%	58%	55%
No	40%	19%	37%	47%	29%	50%	42%	45%
Base	201	21	27	32	28	54	19	20

EXHIBIT 70. CHILD LIVING WITH CAREGIVER (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop- mental	Emotional	Excluded	Substance
Yes	60%	62%	67%	59%	46%	100%
No	40%	38%	33%	41%	54%	-
Base	201	98	3	70	26	4

EXHIBIT 70. CHILD LIVING WITH CAREGIVER (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
Yes	60%	59%	62%	58%	63%
No	40%	41%	38%	42%	37%
Base	201	54	141	144	54



EXHIBIT 70. CHILD LIVING WITH CAREGIVER (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
Yes	60%	55%	33%	30%	62%	61%	65%	67%
No	40%	45%	67%	70%	38%	39%	35%	33%
Base	201	31	3	10	42	33	79	3

Q26: Is your child currently living with you?

EXHIBIT 71. CHILD LIVING WITH CAREGIVER (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
Yes	59%	66%	45%	80%	59%	52%
No	41%	34%	55%	20%	41%	48%
Base	130	88	42	15	71	44

EXHIBIT 71. CHILD LIVING WITH CAREGIVER (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
Yes	59%	71%	65%	45%	73%	48%	60%	67%
No	41%	29%	35%	55%	27%	52%	40%	33%
Base	130	14	20	20	15	31	15	15

EXHIBIT 71. CHILD LIVING WITH CAREGIVER (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
Yes	59%	58%	61%	59%	60%
No	41%	43%	39%	41%	40%
Base	130	40	87	87	43

EXHIBIT 71. CHILD LIVING WITH CAREGIVER (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Developmental	Emotional	Excluded	Substance
Yes	59%	60%	100%	58%	50%	100%
No	41%	40%	-	42%	50%	-
Base	130	65	2	48	14	1

EXHIBIT 71. CHILD LIVING WITH CAREGIVER (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
Yes	59%	57%	50%	33%	63%	58%	63%	67%
No	41%	43%	50%	67%	38%	42%	37%	33%
Base	130	21	2	9	32	12	51	3

Q26: Is your child currently living with you?



Regarding where the child has lived in the last 6 months, significantly more Quest members have lived in a therapeutic foster home or a foster home and significantly more non-Quest members have lived in the State correctional facility. Children who were registered with the Central Oahu family guidance center or those who had emotional problems were statistically more likely to be living with their parents. Children in the following segments were statistically more likely to have lived in a residential treatment center: youth 13 years or older, children who were registered with Hawaii or Leeward family guidance centers, children with behavioral or emotional problems, and those who received emergency or urgent care services. Youth between 13 and 16 years old, non-Quest members, and White or multi ethnic youth were statistically more likely to have runaway or experience homelessness. White children or those who received urgent care services were also significantly more likely to have stayed in a therapeutic foster home. In addition, children who had emotional problems were also statistically more likely to have stayed in a group home. Children who were registered with the Hawaii family guidance center, those who had urgent care, or multi ethnic children were statistically more likely to have stayed in the local jail or detention facility. Those who received emergency services or urgent care were statistically more likely to have stayed in a crisis center (Exhibit 72).

For the non-Quest sample, children who were registered with the Honolulu family guidance center or those who had emotional problems were significantly more likely to live with their parents. Those who were registered with the Hawaii family guidance center, had behavioral problems, or had received emergency services were statistically more likely to have stayed in a residential treatment center. Younger children (12 or younger) or those who were registered with the Hawaii family guidance center were statistically more likely to have stayed in a therapeutic foster home. Those who were registered with the Leeward family guidance center were more likely to have stayed in a group home. And those who received urgent care were more likely to have stayed in the local jail or detention facility. White children were more likely to have runaway (Exhibit 73).

EXHIBIT 72. CHILD LIVING SITUATION(S) IN THE LAST 6 MONTHS (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
With one or both parents	35%	40%	32%	35%	35%	45%	32%	35%
With another family member	11%	12%	11%	11%	12%	14%	10%	12%
Foster Home	13%	24%	7%	11%	17%	17%	15%	9%
Therapeutic foster home	26%	37%	20%	23%	32%	34%	30%	18%
Crisis shelter	7%	7%	7%	6%	9%	10%	6%	6%
Homeless shelter	1%	1%	1%	1%	1%	-	-	3%
Group home	16%	18%	15%	15%	17%	7%	17%	18%
Residential treatment center	29%	28%	30%	27%	33%	10%	37%	26%
Hospital	11%	9%	12%	10%	13%	14%	11%	11%
Local jail or detention facility	13%	10%	14%	15%	9%	-	17%	12%
State correctional facility	9%	3%	12%	11%	6%	-	11%	11%
Runaway/homeless/on the streets	14%	12%	15%	13%	16%	3%	17%	14%
Other	12%	6%	16%	12%	13%	10%	9%	18%
Base	189	67	122	120	69	29	94	66



EXHIBIT 72. CHILD LIVING SITUATION(S) IN THE LAST 6 MONTHS (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
With one or both parents	35%	58%	43%	31%	40%	26%	37%	22%
With another family member	11%	26%	9%	19%	8%	8%	-	11%
Foster Home	13%	16%	-	16%	8%	21%	16%	6%
Therapeutic foster home	26%	16%	13%	31%	36%	28%	16%	39%
Crisis shelter	7%	16%	9%	3%	4%	8%	11%	-
Homeless shelter	1%	5%	-	-	-	-	5.3%	-
Group home	16%	11%	13%	22%	16%	19%	21%	-
Residential treatment center	29%	16%	26%	38%	12%	40%	32%	22%
Hospital	11%	21%	17%	3%	4%	11%	16%	11%
Local jail or detention facility	13%	16%	13%	19%	4%	17%	-	11%
State correctional facility	9%	5%	9%	9%	4%	9%	16%	11%
Runaway/homeless/on the streets	14%	16%	9%	13%	12%	23%	11%	-
Other	12%	16%	22%	6%	12%	9%	11%	16.7%
Base	189	19	23	32	25	53	19	18

EXHIBIT 72. CHILD LIVING SITUATION(S) IN THE LAST 6 MONTHS (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
With one or both parents	35%	34%	33%	42%	20%	50%
With another family member	11%	10%	-	14%	8%	25%
Foster Home	13%	15%	33%	12%	8%	-
Therapeutic foster home	26%	26%	-	25%	36%	25%
Crisis shelter	7%	5%	-	8%	12%	-
Homeless shelter	1%	-	-	3%	-	-
Group home	16%	11%	-	25%	16%	-
Residential treatment center	29%	37%	-	26%	8%	50%
Hospital	11%	10%	-	15%	8%	-
Local jail or detention facility	13%	13%	-	15%	4%	25%
State correctional facility	9%	12%	-	8%	4%	-
Runaway/homeless/on the streets	14%	15%	-	15%	8%	-
Other	12%	9%	33%	11%	24%	25%
Base	189	92	3	65	25	4



EXHIBIT 72. CHILD LIVING SITUATION(S) IN THE LAST 6 MONTHS (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
With one or both parents	35%	44%	33%	36%	31%
With another family member	11%	12%	11%	10%	14%
Foster Home	13%	13%	13%	11%	18%
Therapeutic foster home	26%	31%	24%	31%	12%
Crisis shelter	7%	15%	3%	9%	2%
Homeless shelter	1%	2%	1%	1%	-
Group home	16%	17%	14%	18%	12%
Residential treatment center	29%	44%	23%	34%	18%
Hospital	11%	23%	6%	12%	10%
Local jail or detention facility	13%	19%	10%	16%	4%
State correctional facility	9%	10%	8%	7%	16%
Runaway/homeless/on the streets	14%	15%	13%	16%	10%
Other	12%	17%	11%	11%	16%
Base	189	52	131	135	51

EXHIBIT 72. CHILD LIVING SITUATION(S) IN THE LAST 6 MONTHS (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
With one or both parents	35%	33%	-	30%	33%	38%	36%	67%
With another family member	11%	10%	-	-	15%	6%	13%	33%
Foster Home	13%	10%	50%	-	10%	13%	18%	-
Therapeutic foster home	26%	40%	-	30%	18%	28%	26%	-
Crisis shelter	7%	10%	-	-	8%	6%	7%	-
Homeless shelter	1%	3%	-	-	-	-	1%	-
Group home	16%	23%	50%	30%	15%	9%	14%	-
Residential treatment center	29%	33%	-	40%	33%	22%	29%	-
Hospital	11%	10%	50%	10%	18%	6%	10%	-
Local jail or detention facility	13%	13%	-	10%	15%	3%	17%	-
State correctional facility	9%	7%	-	-	15%	9%	8%	-
Runaway/homeless/on the streets	14%	27%	-	30%	3%	6%	17%	-
Other	12%	10%	50%	10%	10%	9%	13%	67%
Base	189	30	2	10	40	32	72	3

Q27: Has your child lived in any of the following places in the last 6 months?



EXHIBIT 73. CHILD LIVING SITUATION(S) IN THE LAST 6 MONTHS (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
With one or both parents	32%	33%	30%	30%	34%	29%
With another family member	11%	10%	12%	-	11%	12%
Foster Home	7%	4%	14%	10%	9%	5%
Therapeutic foster home	20%	19%	23%	50%	20%	14%
Crisis shelter	7%	8%	5%	10%	6%	7%
Homeless shelter	1%	1%	-	-	-	2%
Group home	15%	16%	12%	10%	16%	14%
Residential treatment center	30%	27%	35%	20%	33%	26%
Hospital	12%	13%	12%	20%	11%	12%
Local jail or detention facility	14%	15%	12%	-	16%	14%
State correctional facility	12%	14%	9%	-	11%	17%
Runaway/homeless/on the streets	15%	14%	16%	-	16%	17%
Other	16%	16%	14%	20%	10%	24%
Base	122	79	43	10	70	42

EXHIBIT 73. CHILD LIVING SITUATION(S) IN THE LAST 6 MONTHS (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
With one or both parents	32%	46%	53%	25%	29%	20%	33%	31%
With another family member	11%	23%	12%	10%	7%	10%	-	15%
Foster Home	7%	8%	-	10%	-	13%	13%	-
Therapeutic foster home	20%	23%	6%	20%	29%	30%	7%	23%
Crisis shelter	7%	8%	6%	-	7%	13%	7%	-
Homeless shelter	1%	8%	-	-	-	-	-	-
Group home	15%	8%	6%	30%	21%	13%	20%	-
Residential treatment center	30%	15%	29%	30%	14%	47%	20%	31%
Hospital	12%	15%	24%	-	7%	13%	13%	15%
Local jail or detention facility	14%	23%	18%	15%	7%	17%	-	15%
State correctional facility	12%	8%	12%	15%	7%	10%	20%	15%
Runaway/homeless/on the streets	15%	23%	12%	10%	21%	23%	7%	-
Other	16%	23%	29%	10%	14%	10%	13%	15%
Base	122	13	17	20	14	30	15	13



EXHIBIT 73. CHILD LIVING SITUATION(S) IN THE LAST 6 MONTHS (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
With one or both parents	32%	28%	50%	42%	15%	-
With another family member	11%	11%	-	13%	-	-
Foster Home	7%	7%	-	11%	-	-
Therapeutic foster home	20%	21%	-	22%	15%	-
Crisis shelter	7%	5%	-	7%	15%	-
Homeless shelter	1%	-	-	2%	-	-
Group home	15%	13%	-	20%	8%	-
Residential treatment center	30%	38%	-	24%	8%	100%
Hospital	12%	10%	-	16%	15%	-
Local jail or detention facility	14%	15%	-	16%	7.7%	-
State correctional facility	12%	16%	-	9%	7.7%	-
Runaway/homeless/on the streets	15%	16%	-	13%	15%	-
Other	16%	11%	50%	13%	31%	100%
Base	122	61	2	45	13	1

EXHIBIT 73. CHILD LIVING SITUATION(S) IN THE LAST 6 MONTHS (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
With one or both parents	32%	41%	29%	33%	29%
With another family member	11%	10%	11%	10%	12%
Foster Home	7%	10%	5%	6%	10%
Therapeutic foster home	20%	31%	15%	25%	12%
Crisis shelter	7%	13%	3%	10%	-
Homeless shelter	1%	-	1%	1%	-
Group home	15%	13%	14%	17%	10%
Residential treatment center	30%	44%	23%	35%	20%
Hospital	12%	18%	9%	14%	10%
Local jail or detention facility	14%	21%	11%	19%	5%
State correctional facility	12%	10%	13%	9%	20%
Runaway/homeless/on the streets	15%	15%	14%	17%	10%
Other	16%	18%	15%	16%	15%
Base	122	39	80	81	41



EXHIBIT 73. CHILD LIVING SITUATION(S) IN THE LAST 6 MONTHS (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawa- ian	Other	Multiple	No Answer
With one or both parents	32%	20%	-	33%	27%	42%	36%	67%
With another family member	11%	15%	-	-	10%	8%	11%	33%
Foster Home	7%	10%	-	-	10%	-	9%	-
Therapeutic foster home	20%	30%	-	33%	10%	8%	26%	-
Crisis shelter	7%	10%	-	-	7%	8%	6.4%	-
Homeless shelter	1%	-	-	-	-	-	2.1%	-
Group home	15%	20%	-	22%	13%	17%	13%	-
Residential treatment center	30%	30%	-	44%	33%	25%	28%	-
Hospital	12%	10%	100%	11%	17%	8%	11%	-
Local jail or detention facility	14%	20%	-	11%	17%	8%	13%	-
State correctional facility	12%	5%	-	-	20%	25%	11%	-
Runaway/homeless/on the streets	15%	30%	-	33%	3%	8%	15%	-
Other	16%	15%	-	11%	13%	17%	15%	67%
Base	122	20	1	9	30	12	47	3

Q27: Has your child lived in any of the following places in the last 6 months?

Children who were statistically more likely to receive medication for emotional or behavioral problems included younger children (12 or younger), those who were registered with Honolulu or Maui family guidance centers, or those who received urgent care services; whereas those who were significantly less likely to receive medication were youth registered with Central Oahu or Kauai family guidance centers. For the non-Quest sample, significantly more children who were registered with Maui, Honolulu, Hawaii, or Windward family guidance centers or those who received urgent care were on medication; whereas those who were registered with the Kauai family guidance center were less likely to receive medication for emotional or behavioral problems (Exhibits 74 and 75).

EXHIBIT 74. CHILD ON MEDICATION (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
Yes	54%	61%	50%	55%	51%	78%	55%	40%
No	46%	39%	50%	45%	49%	22%	45%	60%
Base	203	71	132	131	72	36	99	68

EXHIBIT 74. CHILD ON MEDICATION (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
Yes	54%	38%	63%	52%	61%	55%	68%	35%
No	46%	62%	37%	48%	39%	45%	32%	65%
Base	203	21	27	33	28	55	19	20

EXHIBIT 74. CHILD ON MEDICATION (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
Yes	54%	53%	33%	51%	67%	50%
No	46%	47%	67%	49%	33%	50%
Base	203	99	3	70	27	4



EXHIBIT 74. CHILD ON MEDICATION (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
Yes	54%	63%	50%	59%	38%
No	46%	38%	50%	41%	62%
Base	203	56	141	145	55

EXHIBIT 74. CHILD ON MEDICATION (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
Yes	54%	55%	33%	50%	49%	55%	59%	-
No	46%	45%	67%	50%	51%	45%	41%	100%
Base	203	31	3	10	43	33	80	3

Q28: Is your child on medication for emotional/behavioral problems?

EXHIBIT 75. CHILD ON MEDICATION (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
Yes	50%	52%	45%	63%	53%	41%
No	50%	48%	55%	38%	47%	59%
Base	132	88	44	16	72	44

EXHIBIT 75. CHILD ON MEDICATION (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
Yes	50%	36%	60%	48%	53%	56%	67%	20%
No	50%	64%	40%	52%	47%	44%	33%	80%
Base	132	14	20	21	15	32	15	15

EXHIBIT 75. CHILD ON MEDICATION (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
Yes	50%	50%	50%	48%	53%	100%
No	50%	50%	50%	52%	47%	-
Base	132	66	2	48	15	1

EXHIBIT 75. CHILD ON MEDICATION (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
Yes	50%	57%	45%	58%	34%
No	50%	43%	55%	42%	66%
Base	132	42	87	88	44

EXHIBIT 75. CHILD ON MEDICATION (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawa-ian	Other	Multiple	No Answer
Yes	50%	48%	50%	44%	48%	58%	54%	-
No	50%	52%	50%	56%	52%	42%	46%	100%
Base	132	21	2	9	33	12	52	3

Q28: Is your child on medication for emotional/behavioral problems?



For those children who were on medication for emotional or behavioral problems, 82% of them or their caregivers were told about the side effect to watch for, especially for the children who were registered with the Leeward family guidance center, those who had excluded problems, those who did receive emergency services, or those who were Hawaiian (statistically significant). A lower proportion of caregivers reported receiving information about side effects if youth were registered with the Hawaii family guidance center, had visited the emergency room, were White or multi ethnic. For the non-Quest children, youth registered with Central Oahu or Leeward family guidance centers or those with excluded problems were statistically more likely to be told about medication side effects (Exhibits 76 and 77).

EXHIBIT 76. INFORMED OF SIDE EFFECTS (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
Yes	82%	80%	83%	83%	81%	85%	81%	81%
No	18%	20%	17%	17%	19%	15%	19%	19%
Base	106	40	66	70	36	27	53	26

EXHIBIT 76. INFORMED OF SIDE EFFECTS (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
Yes	82%	88%	82%	94%	88%	71%	85%	71%
No	18%	13%	18%	6%	13%	29%	15%	29%
Base	106	8	17	17	16	28	13	7

EXHIBIT 76. INFORMED OF SIDE EFFECTS (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
Yes	82%	80%	100%	78%	100%	-
No	18%	20%	-	22%	-	100%
Base	106	51	1	36	17	1

EXHIBIT 76. INFORMED OF SIDE EFFECTS (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
Yes	82%	71%	90%	82%	80%
No	18%	29%	10%	18%	20%
Base	106	35	67	84	20

EXHIBIT 76. INFORMED OF SIDE EFFECTS (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
Yes	82%	71%	100%	80%	95%	88%	78%	-
No	18%	29%	-	20%	5%	12%	22%	-
Base	106	17	1	5	20	17	46	0

Q29: Did the doctor or nurse tell you and/or your child what side effects to watch for?



EXHIBIT 77. INFORMED OF SIDE EFFECTS (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
Yes	83%	83%	85%	70%	89%	78%
No	17%	17%	15%	30%	11%	22%
Base	66	46	20	10	38	18

EXHIBIT 77. INFORMED OF SIDE EFFECTS (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
Yes	83%	100%	75%	100%	88%	72%	90%	67%
No	17%	-	25%	-	13%	28%	10%	33%
Base	66	5	12	10	8	18	10	3

EXHIBIT 77. INFORMED OF SIDE EFFECTS (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
Yes	83%	76%	100%	91%	100%	-
No	17%	24%	-	9%	-	100%
Base	66	33	1	23	8	1

EXHIBIT 77. INFORMED OF SIDE EFFECTS (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
Yes	83%	79%	87%	84%	80%
No	17%	21%	13%	16%	20%
Base	66	24	39	51	15

EXHIBIT 77. INFORMED OF SIDE EFFECTS (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawa-ian	Other	Multiple	No Answer
Yes	83%	70%	100%	75%	94%	86%	82%	-
No	17%	30%	-	25%	6.3%	14%	18%	-
Base	66	10	1	4	16	7	28	0

Q29: Did the doctor or nurse tell you and/or your child what side effects to watch for?

Approximately 1 in 8 (12%) youth was arrested by police in the preceding month. Significantly more of youth with arrests were registered with the Honolulu family guidance center. For the non-Quest sample, due to the small bases, there were no meaningful significant differences across segments (Exhibits 78 and 79).

EXHIBIT 78. ARRESTED IN THE PAST MONTH (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
Yes	12%	11%	13%	12%	13%	6%	14%	13%
No	88%	89%	87%	88%	88%	94%	86%	87%
Base	203	71	132	131	72	36	99	68



EXHIBIT 78. ARRESTED IN THE PAST MONTH (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Honolulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
Yes	12%	19%	22%	9%	4%	15%	5%	10%
No	88%	81%	78%	91%	96%	85%	95%	90%
Base	203	21	27	33	28	55	19	20

EXHIBIT 78. ARRESTED IN THE PAST MONTH (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
Yes	12%	15%	-	10%	7%	25%
No	88%	85%	100%	90%	93%	75%
Base	203	99	3	70	27	4

EXHIBIT 78. ARRESTED IN THE PAST MONTH (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
Yes	12%	16%	11%	13%	11%
No	88%	84%	89%	87%	89%
Base	203	56	141	145	55

EXHIBIT 78. ARRESTED IN THE PAST MONTH (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
Yes	12%	13%	-	30%	9%	9%	14%	-
No	88%	87%	100%	70%	91%	91%	86%	100%
Base	203	31	3	10	43	33	80	3

Q30: In the last month, did your child get arrested by the police?

EXHIBIT 79. ARRESTED IN THE PAST MONTH (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
Yes	13%	13%	14%	6%	13%	16%
No	87%	88%	86%	94%	88%	84%
Base	132	88	44	16	72	44

EXHIBIT 79. ARRESTED IN THE PAST MONTH (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Honolulu	Leeward	Wind-ward	Hawaii	Maui	Kauai
Yes	13%	14%	25%	5%	7%	16%	7%	13%
No	87%	86%	75%	95%	93%	84%	93%	87%
Base	132	14	20	21	15	32	15	15

EXHIBIT 79. ARRESTED IN THE PAST MONTH (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Developmental	Emotional	Excluded	Substance
Yes	13%	17%	-	8%	13%	-
No	87%	83%	100%	92%	87%	100%
Base	132	66	2	48	15	1



EXHIBIT 79. ARRESTED IN THE PAST MONTH (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
Yes	13%	12%	14%	15%	9.1%
No	87%	88%	86%	85%	91%
Base	132	42	87	88	44

EXHIBIT 79. ARRESTED IN THE PAST MONTH (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
Yes	13%	19%	-	33%	9.1%	17%	10%	-
No	87%	81%	100%	67%	91%	83%	90%	100%
Base	132	21	2	9	33	12	52	3

Q30: In the last month, did your child get arrested by the police?

During the past month, about 1 in 5 children (21%) went to court for something he or she did. Significantly more of youth with court involvement were 13 to 16 years old, were registered with the Hawaii family guidance center, had received emergency services, or were Asian. For the non-Quest sample, significantly more youth with court involvement were registered with the Hawaii family guidance center or were Asian (Exhibits 80 and 81).

EXHIBIT 80. WENT TO COURT IN THE PAST MONTH (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
Yes	21%	19%	22%	19%	25%	8%	27%	19%
No	79%	81%	78%	81%	75%	92%	73%	81%
Base	200	69	131	128	72	36	97	67

EXHIBIT 80. WENT TO COURT IN THE PAST MONTH (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
Yes	21%	25%	15%	12%	18%	39%	11%	5%
No	79%	75%	85%	88%	82%	61%	89%	95%
Base	200	20	26	33	28	54	19	20

EXHIBIT 80. WENT TO COURT IN THE PAST MONTH (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Developmental	Emotional	Excluded	Substance
Yes	21%	23%	33%	19%	15%	25%
No	79%	77%	67%	81%	85%	75%
Base	200	98	3	68	27	4

EXHIBIT 80. WENT TO COURT IN THE PAST MONTH (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
Yes	21%	33%	16%	20%	25%
No	79%	67%	84%	80%	75%
Base	200	55	140	142	55



EXHIBIT 80. WENT TO COURT IN THE PAST MONTH (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
Yes	21%	19%	33%	50%	16%	15%	23%	-
No	79%	81%	67%	50%	84%	85%	77%	100%
Base	200	31	3	10	43	33	77	3

Q31: In the last month, did your child go to court for something he/she did?

EXHIBIT 81. WENT TO COURT IN THE PAST MONTH (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
Yes	22%	18%	30%	13%	25%	20%
No	78%	82%	70%	88%	75%	80%
Base	131	87	44	16	71	44

EXHIBIT 81. WENT TO COURT IN THE PAST MONTH (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
Yes	22%	21%	21%	10%	27%	41%	13%	7%
No	78%	79%	79%	90%	73%	59%	87%	93%
Base	131	14	19	21	15	32	15	15

EXHIBIT 81. WENT TO COURT IN THE PAST MONTH (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Developmental	Emotional	Excluded	Substance
Yes	22%	26%	-	19%	20%	-
No	78%	74%	100%	81%	80%	100%
Base	131	65	2	48	15	1

EXHIBIT 81. WENT TO COURT IN THE PAST MONTH (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
Yes	22%	31%	16%	21%	25%
No	78%	69%	84%	79%	75%
Base	131	42	86	87	44

EXHIBIT 81. WENT TO COURT IN THE PAST MONTH (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
Yes	22%	19%	50%	56%	18%	17%	22%	-
No	78%	81%	50%	44%	82%	83%	78%	100%
Base	131	21	2	9	33	12	51	3

Q31: In the last month, did your child go to court for something he/she did?

For the school attendance, approximately 2 in 5 children (39%) were absent from school 1 day or less in the past month. About 27% were absent from school for 2 to 5 days, 6% for 6 to 10 days and 8% for more than 10 days. Significantly more of those who missed school for 1 day or less were Quest members, 12 or younger children, registered with the Windward family guidance center, or did not receive emergency services. In addition, significantly more non-Quest members were absent from school for 3 to 5 days. For the non-Quest sample,



children who were registered with the Maui family guidance center were more likely to miss 1 day or less school whereas those who had emotional problems were more likely to miss 3 to 5 days school (Exhibits 82 and 83).

EXHIBIT 82. ABSENT FROM SCHOOL IN THE PAST MONTH (TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
1 day or less	39%	53%	32%	38%	41%	55%	41%	28%
2 days	11%	7%	13%	11%	11%	9%	15%	6%
3 to 5 days	16%	5%	20%	16%	15%	21%	14%	15%
6 to 10 days	6%	7%	6%	6%	8%	3%	6%	9%
More than 10 days	8%	7%	8%	7%	9%	3%	8%	9%
Not applicable/ not in school	21%	22%	20%	23%	17%	9%	17%	32%
Base	186	59	127	120	66	33	88	65

EXHIBIT 82. ABSENT FROM SCHOOL IN THE PAST MONTH (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
1 day or less	39%	35%	42%	43%	46%	37%	41%	19%
2 days	11%	5%	19%	7%	4%	12%	12%	19%
3 to 5 days	16%	25%	15%	17%	15%	14%	12%	13%
6 to 10 days	6%	-	4%	7%	19%	6%	6%	-
More than 10 days	8%	5%	4%	10%	4%	10%	-	19%
Not applicable/ not in school	21%	30%	15%	17%	12%	22%	29%	31%
Base	186	20	26	30	26	51	17	16

EXHIBIT 82. ABSENT FROM SCHOOL IN THE PAST MONTH (TOTAL SAMPLE)						
	TOTAL	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
1 day or less	39%	41%	-	36%	46%	-
2 days	11%	10%	-	13%	8%	25%
3 to 5 days	16%	14%	-	20%	8%	25%
6 to 10 days	6%	5%	50%	9%	-	-
More than 10 days	8%	7%	-	5%	17%	25%
Not applicable/ not in school	21%	23%	50%	17%	21%	25%
Base	186	92	2	64	24	4

EXHIBIT 82. ABSENT FROM SCHOOL IN THE PAST MONTH (TOTAL SAMPLE)					
	TOTAL	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
1 day or less	39%	23%	46%	40%	35%
2 days	11%	13%	9%	11%	12%
3 to 5 days	16%	23%	12%	16%	15%
6 to 10 days	6%	7.7%	5%	6%	8%
More than 10 days	8%	12%	6%	7%	10%
Not applicable/ not in school	21%	21%	21%	20%	21%
Base	186	52	130	132	52



EXHIBIT 82. ABSENT FROM SCHOOL IN THE PAST MONTH (TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
1 day or less	39%	36%	33%	30%	38%	30%	47%	-
2 days	11%	14%	-	-	13%	15%	8%	33%
3 to 5 days	16%	21%	-	20%	18%	7%	16%	-
6 to 10 days	6%	7%	-	20%	8%	4%	3%	67%
More than 10 days	8%	7%	33%	-	5%	11%	8%	-
Not applicable/ not in school	21%	14%	33%	30%	20%	33%	19%	-
Base	186	28	3	10	40	27	75	3

Q32: How often was your child absent from school during the last month?

EXHIBIT 83. ABSENT FROM SCHOOL IN THE PAST MONTH (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
1 day or less	32%	31%	35%	38%	34%	27%
2 days	13%	12%	14%	6%	18%	7%
3 to 5 days	20%	20%	21%	38%	18%	18%
6 to 10 days	6%	6%	7%	-	4%	11%
More than 10 days	8%	7%	9%	6%	7%	9%
Not applicable/ not in school	20.5%	24%	14%	13%	18%	27%
Base	127	84	43	16	67	44

EXHIBIT 83. ABSENT FROM SCHOOL IN THE PAST MONTH (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
1 day or less	32%	36%	30%	35%	31%	31%	50%	14%
2 days	13%	-	25%	10%	8%	13%	14%	14%
3 to 5 days	20%	29%	20%	25%	31%	19%	7%	14%
6 to 10 days	6%	-	5%	10%	23%	3%	7%	-
More than 10 days	8%	7%	5%	10%	-	9%	-	21%
Not applicable/ not in school	21%	29%	15%	10%	8%	25%	21%	36%
Base	127	14	20	20	13	32	14	14

EXHIBIT 83. ABSENT FROM SCHOOL IN THE PAST MONTH (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Develop-mental	Emotional	Excluded	Substance
1 day or less	32%	31%	-	36%	36%	-
2 days	13%	11%	-	13%	14%	100%
3 to 5 days	20%	18%	-	29%	7%	-
6 to 10 days	6%	5%	50%	9%	-	-
More than 10 days	8%	8%	-	4%	21%	-
Not applicable/ not in school	21%	28%	50%	9%	21%	-
Base	127	65	2	45	14	1



EXHIBIT 83. ABSENT FROM SCHOOL IN THE PAST MONTH (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
1 day or less	32%	24%	38%	31%	35%
2 days	13%	12%	12%	12%	14%
3 to 5 days	20%	29%	17%	21%	19%
6 to 10 days	6%	7%	5%	8%	2%
More than 10 days	8%	10%	7%	7%	9%
Not applicable/ not in school	20.5%	19%	21%	20%	21%
Base	127	42	82	84	43

EXHIBIT 83. ABSENT FROM SCHOOL IN THE PAST MONTH (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
1 day or less	32%	35%	50%	22%	31%	17%	39%	-
2 days	13%	20%	-	-	16%	25%	6%	33%
3 to 5 days	20%	25%	-	22%	22%	-	24%	-
6 to 10 days	6%	5%	-	22%	6%	-	2%	67%
More than 10 days	8%	5%	50%	-	6%	17%	8%	-
Not applicable/ not in school	21%	10%	-	33%	19%	42%	20%	-
Base	127	20	2	9	32	12	49	3

Q32: How often was your child absent from school during the last month?



## VALIDATION OF THE MODEL

One way to test the validity of questionnaire design and the composite groupings is to conduct an exploratory factor analysis. The exploratory factor analysis extracted three factors that were approximately matched with the existing composite (indicator) groupings, but collapsed the three composites of Access, Participation, and Appropriateness into one. Principal components analysis with varimax rotation was used, which extracted components with eigenvalues greater than one. The first factor was Outcomes plus two questions from Appropriateness, which included Q10 family got the help wanted for the child and Q11 family got as much as need for the child. The second factor combined Access, Participation, and Appropriateness. This suggested that members viewed these three components as one underlying dimension. The third factor was Cultural Sensitivity. (Exhibit 84).

Exhibit 84. ROTATED COMPONENT MATRIX			
Question/ Factor Loadings	Factor 1 Outcomes	Factor 2 Access, Participation, and Appropriateness	Factor 3 Cultural Sensitivity
Q16. My child is better at handling daily life	<b>0.831</b>	0.154	0.258
Q17. My child gets along better with family members	<b>0.824</b>	0.240	0.106
Q20. My child is better able to cope when things go wrong	<b>0.819</b>	0.136	0.190
Q18. My child gets along better with friends and other people	<b>0.795</b>	0.191	0.204
Q19. My child is doing better in school and/or work	<b>0.786</b>	0.106	0.205
Q21. I am satisfied with our family life right now	<b>0.783</b>	0.225	0.019
Q10. My family got the help we wanted for my child	<b>0.656</b>	0.421	0.383
Q11. My family got as much help as we needed for my child	<b>0.651</b>	0.447	0.257
Q8. The location of services was convenient for us	0.124	<b>0.804</b>	0.138
Q5. I felt my child had someone to talk to when he/she was troubled	0.150	<b>0.761</b>	0.114
Q7. The services my child and/or family received were right for us	0.415	<b>0.751</b>	0.179
Q3. I helped to choose my child's treatment goals	0.053	<b>0.711</b>	0.147
Q1. Overall, I am satisfied with the services my child received	0.469	<b>0.688</b>	0.174
Q4. The people helping my child stuck with us no matter what	0.274	<b>0.671</b>	0.220
Q2. I helped to choose my child's services	0.155	<b>0.649</b>	0.188
Q9. Services were available at all times that were convenient for us	0.213	<b>0.625</b>	0.345
Q6. I participated in my child's treatment	0.214	<b>0.487</b>	0.435
Q13. Staff respected my family's religious/spiritual beliefs	0.173	0.121	<b>0.842</b>
Q15. Staff were sensitive to my cultural/ethnic background	0.228	0.201	<b>0.827</b>
Q14. Staff spoke with me in a way that I understood	0.201	0.329	<b>0.770</b>
Q12. Staff treated me with respect	0.270	0.441	<b>0.647</b>

About two-third (67%) of the sums of squared loadings were explained by the above three factors (Exhibit 85).



Exhibit 85. ROTATION SUMS OF SQUARED LOADINGS			
Component	Total	% of Variance	Cumulative %
Outcome	5.57	26.54	26.54
Access, Participation, and Appropriateness	5.20	24.77	51.31
Cultural Sensitivity	3.32	15.82	67.13

Another way to test the validity of the questionnaire design and the composite groupings is to conduct a reliability test using Cronbach's alpha. Cronbach's alpha measures how well a set of items measure a single unidimensional latent construct. When data have a multidimensional structure, Cronbach's alpha would usually be low. Technically speaking, Cronbach's alpha is not a statistical test – it is a coefficient of reliability or consistency. If the inter-item correlations are high, then there is evidence that the items are measuring the same underlying construct. The variables have “high” reliability when the items measure a single unidimensional latent construct. A reliability coefficient of 0.80 is considered as “acceptable” in most social science applications.<sup>1</sup>

The table below shows that grouping Getting Access, Participation, and Appropriateness together was better than separating them into three composites (Exhibit 86).

Exhibit 86. RELIABILITY TEST		
Groupings	Question Numbers	Alpha
<b>Two-Factor Solution</b>		
Outcome	Q16, Q17, Q18, Q19, Q20, Q21, Q10, Q11	0.9357
Access, Participation, and Appropriateness	Q8, Q9, Q2, Q3, Q6, Q1, Q4, Q5, Q7	0.9106
Cultural Sensitivity	Q12, Q13, Q14, Q15	0.8715
<b>Questionnaire</b>		
Access	Q8, Q9	0.7774
Appropriateness	Q1, Q4, Q5, Q7, Q10, Q11	0.9095
Cultural Sensitivity	Q12, Q13, Q14, Q15	0.8715
Outcome	Q16, Q17, Q18, Q19, Q20, Q21	0.9218
Participation	Q2, Q3, Q6	0.7301

<sup>1</sup> According to UCLA, Academic Technology Services, <http://www.ats.ucla.edu/stat/spss/faq/alpha.html>.



Based on the factor analysis, the second factor which combined Access, Participation, and Appropriateness was preferable to the three components being treated separately. It may be of interest to examine this “preferred” composite by segments. Like the other indicators, the proportions of respondents scoring greater than 3.5 were examined. For the total sample, caregivers of children who were registered with the Leeward family guidance center or who had behavioral or emotional problems rated this preferred composite significantly higher. For the non-Quest sample, there were no particular segments which rated this preferred composite significantly higher (Exhibits 87 and 88).

EXHIBIT 87. PREFERRED COMPOSITE-COMBINE ACCESS, PARTICIPATION & APPROPRIATENESS(TOTAL SAMPLE)								
	TOTAL	QUEST		GENDER		CHILD'S AGE		
		Quest	Non-Quest	Male	Female	12 or Less	13 to 16	17 or More
Preferred Composite	80%	83%	79%	83%	75%	81%	83%	76%
Base	203	71	132	131	72	36	99	68

EXHIBIT 87. PREFERRED COMPOSITE-COMBINE ACCESS, PARTICIPATION & APPROPRIATENESS(TOTAL SAMPLE)								
EXHIBIT 82. ABSENT FROM SCHOOL IN THE PAST MONTH (TOTAL SAMPLE)								
	TOTAL	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
Preferred Composite	80%	86%	67%	88%	79%	84%	74%	80%
Base	203	21	27	33	28	55	19	20

EXHIBIT 87. PREFERRED COMPOSITE-COMBINE ACCESS, PARTICIPATION & APPROPRIATENESS(TOTAL SAMPLE)								
EXHIBIT 82. ABSENT FROM SCHOOL IN THE PAST MONTH (TOTAL SAMPLE)								
	TOTAL	PRIMARY PROBLEM						
		Behavioral	Develop-mental	Emotional	Excluded	Substance		
Preferred Composite	80%	82%	100%	84%	59%	100%		
Base	203	99	3	70	27	4		

EXHIBIT 87. PREFERRED COMPOSITE-COMBINE ACCESS, PARTICIPATION & APPROPRIATENESS(TOTAL SAMPLE)								
EXHIBIT 82. ABSENT FROM SCHOOL IN THE PAST MONTH (TOTAL SAMPLE)								
	TOTAL	EMERGENCY ROOM		URGENT CARE				
		Yes	No	Yes	No			
Preferred Composite	80%	75%	84%	81%	80%			
Base	203	56	141	145	55			

EXHIBIT 87. PREFERRED COMPOSITE-COMBINE ACCESS, PARTICIPATION & APPROPRIATENESS(TOTAL SAMPLE)								
	TOTAL	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
Preferred Composite	80%	84%	33%	70%	79%	73%	85%	100%
Base	163	31	3	10	43	33	80	3

EXHIBIT 88. PREFERRED COMPOSITE-COMBINE ACCESS, PARTICIPATION & APPROPRIATENESS (NON-QUEST SAMPLE)						
	Total	GENDER		CHILD'S AGE		
		Male	Female	12 or Less	13 to 16	17 or More
Preferred Composite	79%	80%	77%	81%	78%	80%
Base	132	88	44	16	72	44



EXHIBIT 88. PREFERRED COMPOSITE-COMBINE ACCESS, PARTICIPATION & APPROPRIATENESS (NON-QUEST SAMPLE)								
	Total	FAMILY GUIDANCE CENTER						
		Central Oahu	Hono- lulu	Lee- ward	Wind- ward	Hawaii	Maui	Kauai
Preferred Composite	79%	86%	80%	86%	67%	75%	80%	80%
Base	132	14	20	21	15	32	15	15

EXHIBIT 88. PREFERRED COMPOSITE-COMBINE ACCESS, PARTICIPATION & APPROPRIATENESS (NON-QUEST SAMPLE)						
	Total	PRIMARY PROBLEM				
		Behavioral	Developmental	Emotional	Excluded	Substance
Preferred Composite	79%	77%	100%	85%	60%	100%
Base	132	66	2	48	15	1

EXHIBIT 88. PREFERRED COMPOSITE-COMBINE ACCESS, PARTICIPATION & APPROPRIATENESS (NON-QUEST SAMPLE)					
	Total	EMERGENCY ROOM		URGENT CARE	
		Yes	No	Yes	No
Preferred Composite	79%	76%	80%	77%	82%
Base	132	42	87	88	44

EXHIBIT 88. PREFERRED COMPOSITE-COMBINE ACCESS, PARTICIPATION & APPROPRIATENESS (NON-QUEST SAMPLE)								
	Total	ETHNICITY						
		White	Black	Asian	Hawaiian	Other	Multiple	No Answer
Preferred Composite	79%	86%	50%	78%	82%	58%	79%	100%
Base	132	21	2	9	33	12	52	3



## ABOUT MEMBERS

Sixty-five percent of youth for whom a survey was completed were non-Quest members.

Sixty-five percent of youth were males and 67% of the non-Quest members were males.

The mean age of youth was 14.9 years old. Thirty-three percent of youth were 17 years or older, 50% of them were between 13 and 16, and 17% of them were 12 or younger.

More than half of the youth identified themselves as Native Hawaiian or Pacific Islander and slightly more than 2 in 5 as White. Seventeen percent of youth's parents were Hispanic or Latino.

About 4 in 5 youth had either behavioral or emotional problems. Almost 9 in 10 non-Quest members had either one of the problems.

Sixty-three percent of youth had Medicaid insurance and 65% of non-Quest members had Medicaid insurance. This question was poorly related to the Quest vs. non-Quest grouping. Several issues may be related to the poor performance of this item. First, many respondents may not be aware that Quest is Hawaii's Medicaid program. Second, because the Quest sample required continuous enrollment of 6 months. Youth with shorter Quest enrollment were included in the non-Quest sample. Third, enrollment status may have changed between the sampling date and the survey completion date, which may have been up to 3 months after sampling.

	TOTAL	Quest	Non-Quest
<b>Plan</b>			
Quest	35%	100%	-
Non-Quest	65%	-	100%
<b>Gender of Child</b>			
Male	65%	61%	67%
Female	35%	39%	33%
<b>Age of Child</b>			
10 years or younger	11%	11%	11%
11 years	3%	7%	2%
12 years	3%	10%	0%
13 years	5%	3%	5%
14 years	9%	8%	8%
15 years	14%	10%	17%
16 years	22%	17%	24%
17 years	22%	20%	23%
18 years or older	11%	14%	10%
Mean Age	14.9	14.5	15.1
<b>Race</b>			
White	44%	41%	46%
Native Hawaiian or Pacific Islander	56%	65%	52%
Asian	21%	21%	21%
Other	23%	20%	25%
American Indian or Alaska Native	4%	8%	2%
Black or Black	6%	6%	7%



	<b>TOTAL</b>	<b>Quest</b>	<b>Non-Quest</b>
<b>Hispanic/Latino Parent</b>			
Yes	17%	12%	19%
No	83%	88%	81%
<b>Primary Problem</b>			
Behavioral	49%	47%	50%
Developmental	1%	1%	2%
Emotional	35%	31%	36%
Excluded	13%	17%	11%
Substance	2%	4%	1%
<b>Medicaid Insurance</b>			
Yes	63%	58%	65%
No	37%	42%	35%
Base	203	71	132

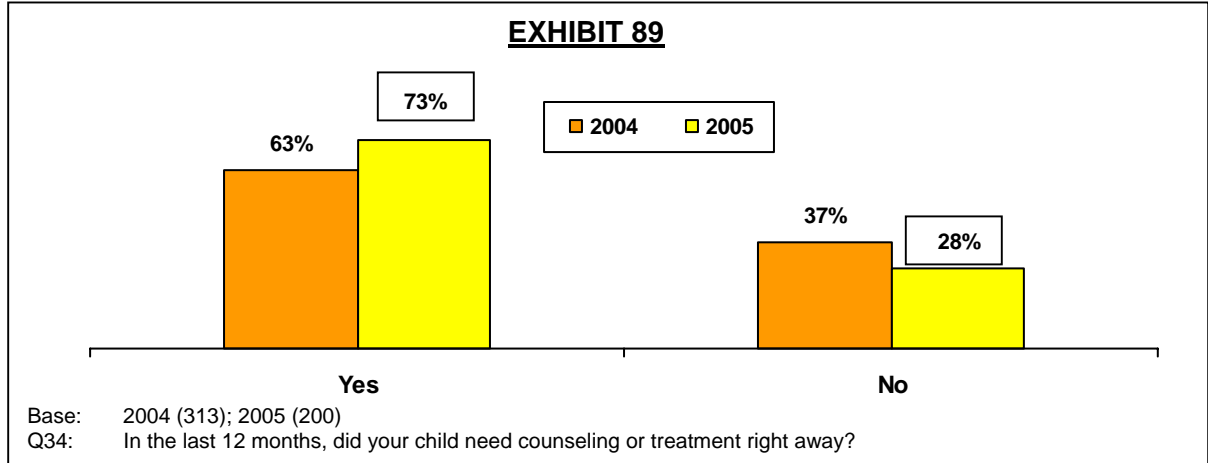
Because a large percentage of the sample reported that the child's race was Hispanic or Latino descent (17%), a cross tabulation of the ethnic groups and people who answered whether they were Hispanic or Latino is shown below. For those who identified themselves as Hispanic or Latino, 66% of them also identified themselves as Native Hawaiian or Pacific Islander, 41% identified themselves as White, 28% identified as Other, and 22% identified as Asian.

	<b>TOTAL</b>	<b>HISPANIC OR LATINO</b>	<b>NOT HISPANIC OR LATINO</b>
Native Hawaiian or Pacific Islander	56%	66%	55%
White	44%	41%	46%
Other	23%	28%	21%
Asian	21%	22%	21%
Black (Black)	6%	13%	5%
American Indian/Alaskan Native	4%	9%	4%
No answer	1%	-	1%
Base	203	32	161

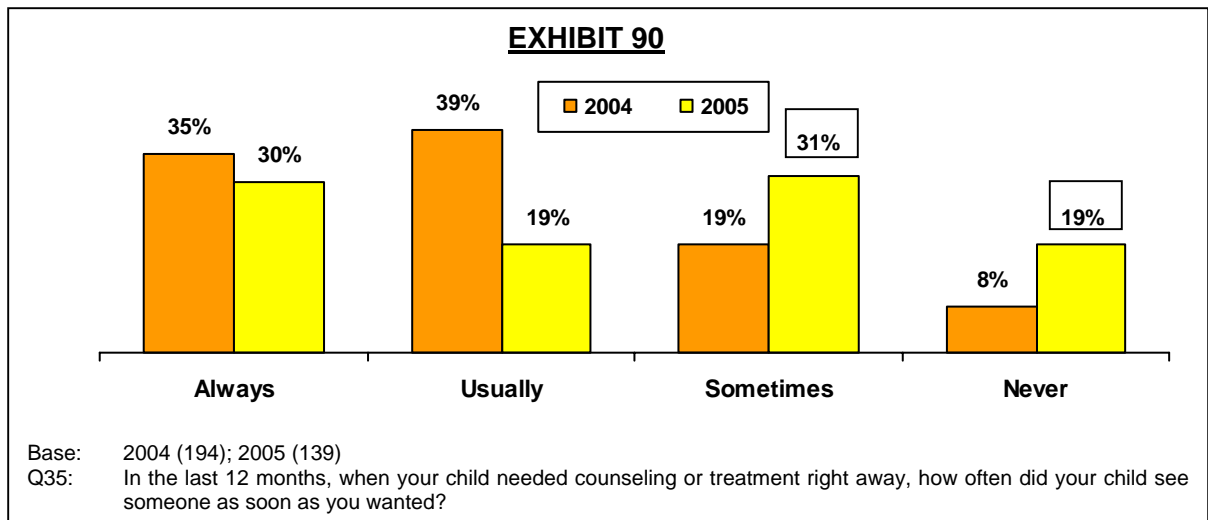


## APPENDIX

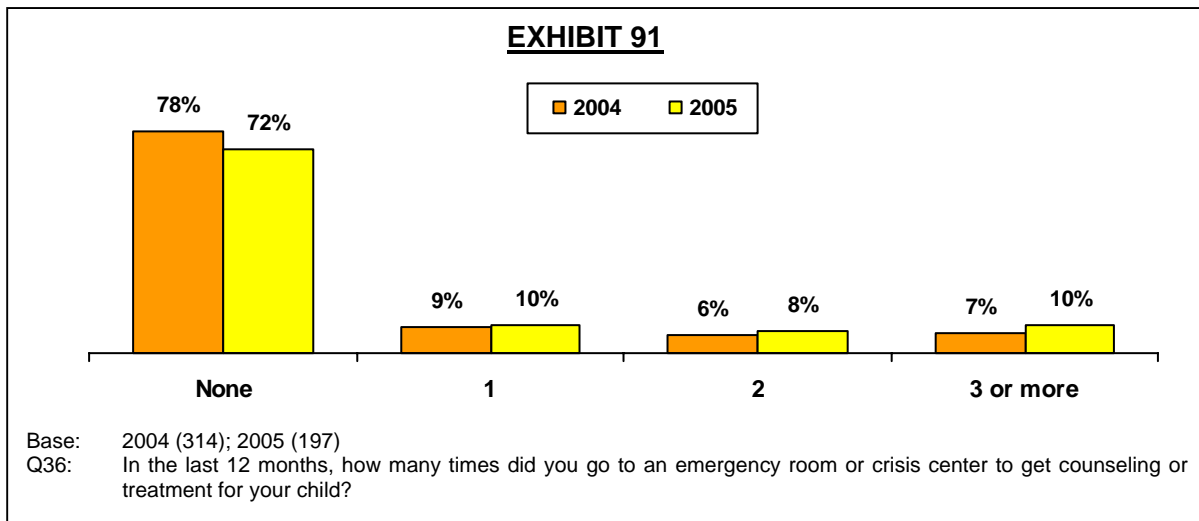
There was significant increase of 10 points in the percentage of children who needed counseling or treatment right away in 2005 (Exhibit 89).



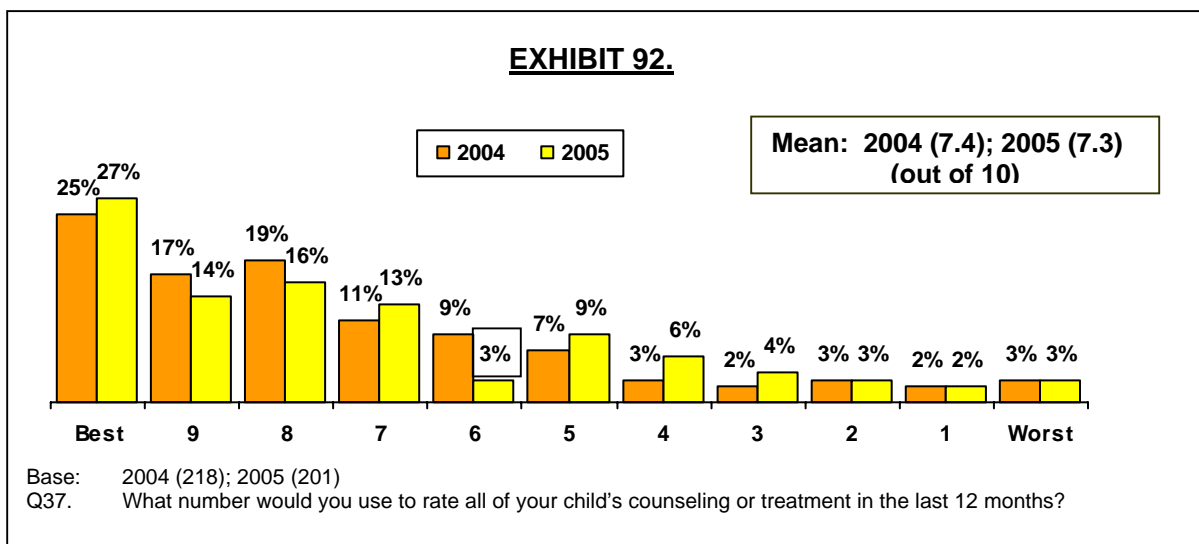
For those who needed counseling or treatment right away, a significantly higher percentage of members was sometimes or never able to see someone as soon as they wanted in 2005 (Exhibit 90).

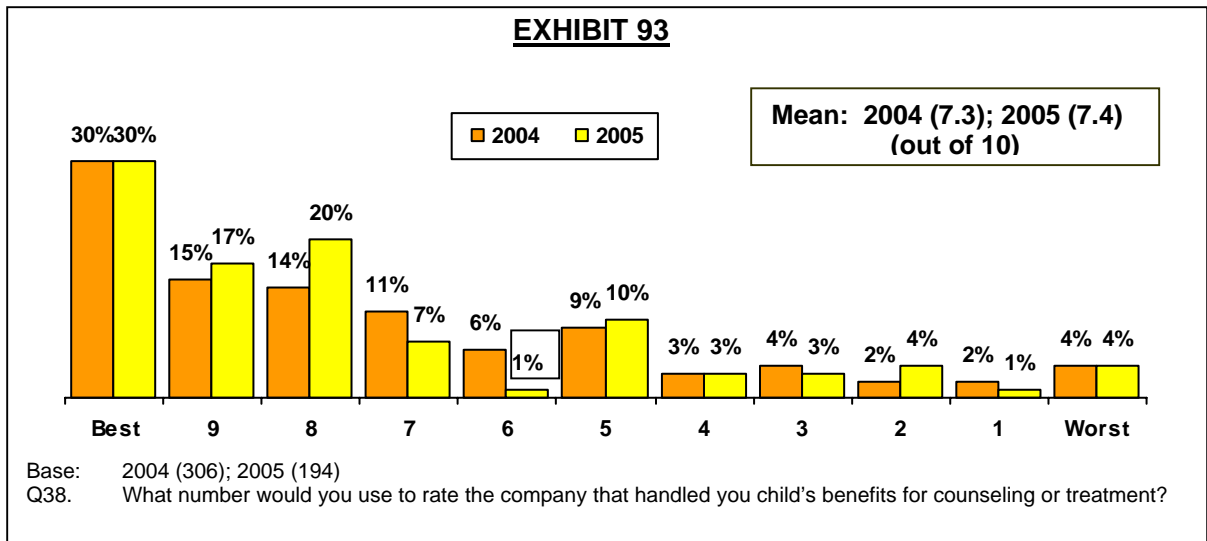


In terms of the emergency room or crisis center visits, there were not significant changes between 2004 and 2005 (Exhibit 91).

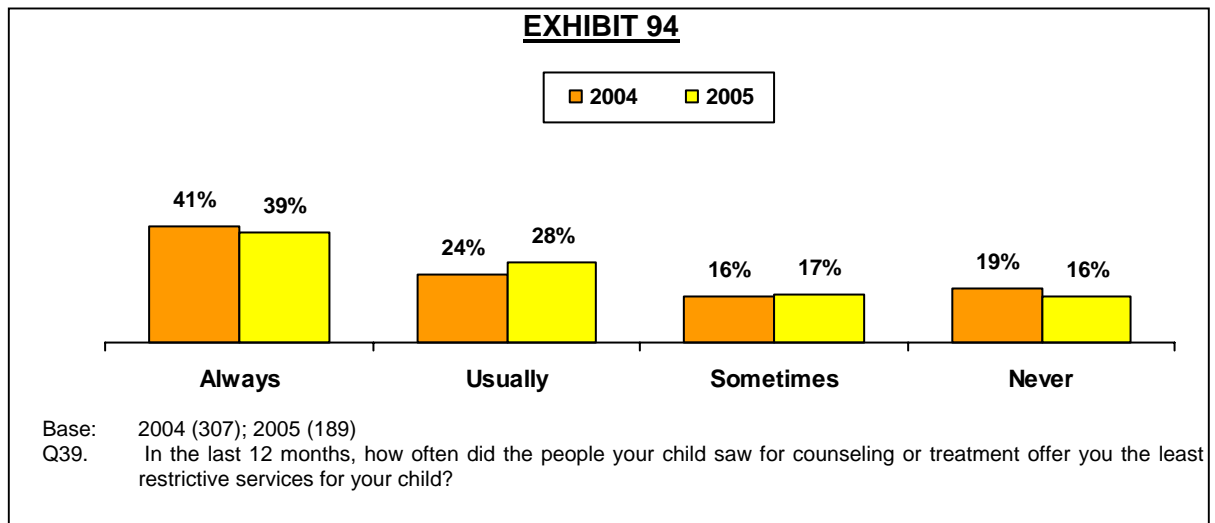


The ratings for counseling or treatment and company that handled the benefits in the past 12 months have not changed significantly between 2004 and 2005 (Exhibits 92 and 93).





For the least restrictive services, there were no significant changes in terms of the treatment offered by the people that the children saw for counseling or treatment (Exhibit 94).



## BANNER TABLES



## QUESTIONNAIRE

